



ANNUAL REPORT

2017 – 2018



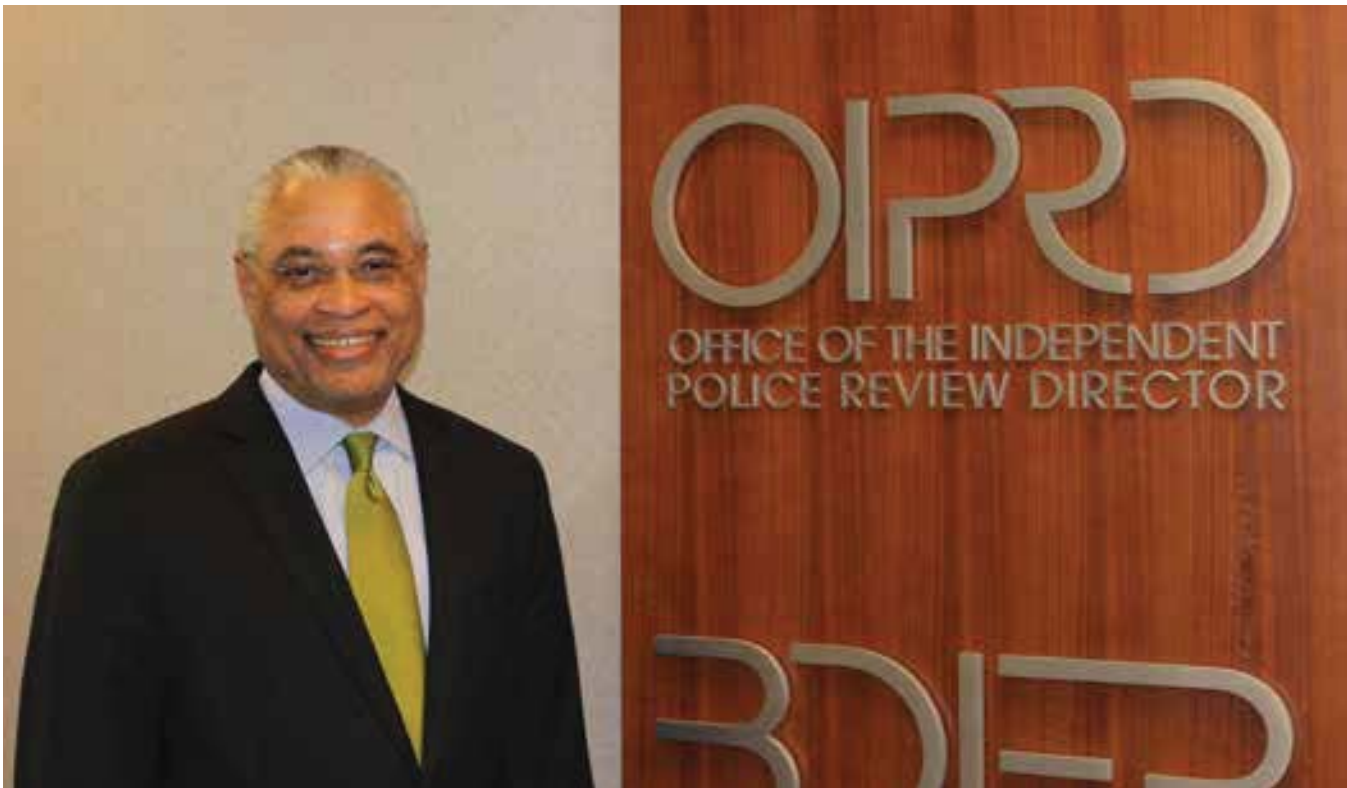
POLICE COMPLAINTS STATISTICS

The 2017–18 complaint statistics for each of Ontario's 52 municipal and regional police services, and the Ontario Provincial Police are presented on the pages listed below.

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DIRECTOR'S MESSAGE

This annual report covers the fiscal year from April 1, 2017, to March 31, 2018, and provides an overview of the work the Office of the Independent Police Review Director (OIPRD) completed during that time.

The fiscal year began with the promise of significant changes to both policing and police oversight in Ontario as the Ministry of the Attorney General (MAG) received the Report of the Independent Police Oversight Review on March 31, 2017. In response, MAG committed to strengthening my office's powers, increasing those of the Special Investigations Unit and restructuring the Ontario Civilian Police Commission. Work on those enhancements continued throughout the year and in March 2018, the Safer Ontario Act, 2018, which includes the Policing Oversight Act, 2018, as a separate piece of legislation, received Royal Assent.

In the coming years there will be changes made to the public complaints system, including renaming the OIPRD the Ontario Policing Oversight Agency (OPCA), making the agency the sole investigative body for police conduct complaints (within five years), expanding our jurisdiction to include special constables and First Nation police services that have chosen to be governed by the new legislation, and giving the agency the authority to investigate matters without public complaints.

In anticipation of the changes resulting from the Safer Ontario Act, 2018, my office has begun to make improvements to our processes to better manage public complaints. We have hired additional investigators to increase the number of complaint investigations we retain. We are making improvements to the way we

receive and screen complaints. We are also increasing our outreach and communications activities to better educate Ontarians about the public complaints system.

The Safer Ontario Act, 2018, mandates staff training that promotes recognition of and respect for the diverse, multiracial and multicultural character of Ontario society, and the rights and cultures of First Nation, Inuit and Métis peoples. I am pleased to report that all of my staff undertook bias-awareness and anti-racism training in 2017–18. The lessons learned from these training sessions continue to inform all of the work we do. In 2018–19, we are looking forward to continuing to provide staff training, including on the rights and cultures of Indigenous peoples.

This year we also made significant progress on two systemic reviews. The first, a review of police practices for strip searches, is nearly complete. We requested and received a substantial amount of data and information from police services regarding their practices for conducting strip searches. By the end of the fiscal year we drafted the report and began the editing process. I look forward to publishing my findings.

The second is a review of the Thunder Bay Police Service's policies, practices and attitudes regarding missing person and death investigations involving Indigenous people. Over the past year, my staff and I have spent a considerable amount of time in Thunder Bay and the surrounding area consulting with First Nations leaders and communities, Indigenous organizations, community and service organizations, individuals and members of the Thunder Bay Police Service and the Thunder Bay Police Services Board. We also hosted a public meeting in Thunder Bay, attended by more than 250 people, where we received valuable feedback and insight. We are

currently drafting the report and I expect to publish it in the new fiscal year.

I continue to promote alternative dispute resolution as a beneficial way to resolve complaints for both the complainant and the police officer. In 2017–18, we saw a significant increase in the number of complaints successfully resolved by Customer Service Resolutions. We also completed a pilot of the Enhanced Mediation Program, in which we worked with 12 police services to encourage mediation as a way to resolve less serious complaints after they have been screened in, but before an investigation. We are planning to expand the program across the province in 2018–19.

I would like to thank all of my staff for their continued hard work. This is an exciting and challenging time for the OIPRD and I am grateful for their dedication to the evolution and success of the public complaints system.



Gerry McNeilly

Independent Police Review Director

ABOUT THE OIPRD

The Office of the Independent Police Review Director is an independent civilian oversight agency that receives, manages and oversees all public complaints about the police in Ontario. The OIPRD is an arm's-length regulatory agency of the Ontario Ministry of the Attorney General and receives its legislative authority from Part II.1 and Part V of the Police Services Act (PSA).

Purpose and Goals

The OIPRD's mission is to provide independent, impartial and effective management of public complaints about police in Ontario. The aim is to promote accountability of police services across the province and increase confidence in the public complaints system. Central to our work is the belief that public confidence in the public complaints system will lead to increased overall police effectiveness and build greater trust in police services in Ontario.

We do this through:

- Oversight of public complaints through to their conclusion
- Investigation of complaints and oversight of police service investigations
- Encouraging meaningful resolution of complaints
- Systemic reviews
- Education and outreach to the public and police
- Audits of how police services administer the complaints system

The OIPRD ensures that public complaints about police are effectively dealt with in a manner that is transparent and fair to both the public and the police. All decisions are independent of the government, the police and the public.

In fulfilling our commitments we are guided by the principles of:

Accountability: improving accountability of the public complaints system and remaining accountable to our stakeholders for the management of the public complaints process.

Integrity: working honestly and ethically to provide professional, objective, timely services to all stakeholders; respecting the privacy and dignity of our stakeholders and treating them fairly.

Independence: overseeing investigations by police services in a fair, transparent and effective manner, and conducting independent investigations thoroughly and fairly.

Accessibility: providing an accessible system for the public to make complaints about police and increasing public awareness about the complaints system.

Inclusion: being responsive to, and inclusive of, diversity in delivering OIPRD services.

The Organization

The head of the OIPRD, the Independent Police Review Director (Director), is appointed by the Lieutenant Governor in Council on the recommendation of the Attorney General. The PSA requires that the Director cannot be a former or current police officer.

In addition to the Director, in 2017–18, the OIPRD had an allocation of 62 full-time employees to meet our additional workload requirements. All OIPRD employees are civilians and cannot be serving police officers.

The OIPRD is organized into the following operational units:

- Executive office
- Case management
- Investigations
- Legal services
- Communications, outreach and education
- Business operations

FINANCIAL EXPENDITURES

This table outlines our budget and financial expenditures. Minor savings were realized from the adjusted budget. The OIPRD

financial statements are subject to review by the Ministry of the Attorney General and subject to an audit by the Ministry of Finance.

Financial Expenditures 2017–18

Initial Budget	\$6,957,400
Adjusted Budget*	\$7,774,200
Expenditures	\$7,567,171

* Year-end budget after additional funding for enhanced police oversight.

Year-End Expenditures 2017–18

Salaries and Wages	\$5,702,170
Employee Benefits	\$656,923
Travel and Communications	\$214,052
Services	\$884,323
Supplies and Equipment	\$109,703
Total	\$7,567,171

YEAR IN REVIEW

Safer Ontario Act, 2018

On March 8, 2018, the Safer Ontario Act, 2018, received Royal Assent. The Safer Ontario Act, 2018, repeals and replaces the Police Services Act, 1990, amends the Coroners Act, 1990, and creates the Missing Persons Act, 2018, and the Forensic Laboratories Act, 2018. It also creates the Policing Oversight Act, 2018, the Ontario Policing Discipline Tribunal Act, 2018 and the Ontario Special Investigations Unit Act, 2018. Once fully in force, the new legislation will result in significant changes to community safety, policing and police oversight in Ontario. Some changes include:

- Creating a new Inspector General position, responsible for overseeing and monitoring police services and police service boards
- Mandating municipalities to undertake local community safety and well-being planning to provide a proactive community safety approach
- Enabling First Nations to choose their policing service delivery model and giving them the option to be governed under the same legislative framework for policing as the rest of Ontario

The new legislation also incorporates recommendations from the Independent Police Oversight Review. The act includes substantial changes to the mandate of the OIPRD, including:

- The OIPRD will be renamed the Ontario Policing Complaints Agency (OPCA)
- The agency's jurisdiction will expand to include oversight of special constables

- The OPCA's jurisdiction will expand to include First Nation police services, for those that choose to be governed by the new legislation
- The OPCA will gradually become responsible for investigating all public conduct complaints
- The agency will have the power to begin an investigation without a public complaint, if it is in the public interest to do so

The SIU will be renamed the Ontario Special Investigations Unit (OSIU) and its mandate will expand to include incidents involving special constables and volunteer members of police services, former police officers, off-duty officers in some cases, and potentially First Nation police service members. The OSIU will also be able to investigate any time a police officer discharges a firearm at someone, whether or not it results in serious injury or death, as well as lay any federal or provincial charges for alleged offences uncovered during an investigation.

The Ontario Civilian Police Commission will be renamed the Ontario Policing Discipline Tribunal (OPDT) and will adjudicate all public complaints, a role that was previously managed by the police chief or OPP Commissioner.

Prior to the legislation being passed, the OIPRD began making operational changes to improve the administration of the public complaints system. The next few years will bring substantial change to police oversight. The OIPRD welcomes these changes and commits to continuing to operate in a fair, transparent and accountable manner.



Street Checks Review

On January 1, 2017, the new regulation that governs Ontario police officers' interactions with members of the public in certain situations (also known as street checks, regulated interactions or carding) came into effect. The new regulation, O.Reg. 58/16: Collection of Identifying Information in Certain Circumstances — Prohibition and Duties, was created by the Ministry of Community Safety and Correctional Services following public consultations and concerns about police officers arbitrarily requesting and retaining identifying information about civilians.

On June 7, 2017, the Ontario government announced that Justice Michael Tulloch would lead an independent review of the regulation and to assess whether police officers, police chiefs and police services boards are

complying with it. Justice Tulloch's final report and recommendations are expected to be released by January 2019.

The Independent Street Checks Review held 12 public consultations across the province in 2018. OIPRD outreach and education advisors attended several of these consultations as observers. It is important for the OIPRD to attend these events in order to gauge the impact of the regulation since it came into effect and to assess any potential issues that may impact the public complaints system or systemic reviews. It also allows the office to continue to foster community connections.

STRATEGIC PRIORITIES

Confidence in the Complaints System

Increasing public confidence in the police complaints system is central to our agency's mandate. Public confidence in the oversight system is fostered through public education, open communication, open data and the posting of disciplinary hearing decisions on our website.

In 2017–18, the OIPRD's Outreach and Education Advisors conducted more than 175 presentations to public and policing stakeholders across the province, including:

- Youth and youth workers
- New immigrant organizations
- High schools and adult learning centres
- Indigenous groups
- University and college students (social sciences, criminology, police foundations and others)
- Mental health organizations and other community stakeholders
- Front-line police officers
- Youth correctional facilities
- Police services boards

The Director and other members of the executive management team conducted more than 28 presentations to community organizations and conferences, and provided training for professional standards officers, police services staff, and prosecutors and adjudicators in the complaints system.

Over the past year, our case management and legal units have worked diligently to increase transparency in our screening

decisions by providing complainants with more information about the reasons for decisions. We believe that by ensuring that our decisions are clear and transparent, we can increase the public's confidence in the complaints system.

This past fiscal year the communications and outreach, and the business operations units worked closely to redesign our website to be more user friendly and mobile responsive. As the public increasingly uses smartphones and tablets to access public services, we recognized the need to make information about the complaints process more accessible. We expect to launch the new website in summer 2018.

Excellence in Police Oversight

Over the past year our office reviewed our business and technology processes with a view to modernize and make them more responsive to our mandate. These changes will help our office better operate and increase our ability to generate complaint data.

Since the introduction of our mediation and Customer Service Resolution programs, the OIPRD has been committed to resolving complaints through Alternative Dispute Resolution. In January 2018, the OIPRD completed the Enhanced Mediation Program (EMP) pilot. The pilot was well-received by both the public and the police. As a result, we have decided to continue it on a permanent basis. For now, the 12 services that participated in the pilot will continue to provide EMP and we expect to add more services in the coming fiscal year.

In preparation for coming changes under the Safer Ontario Act, 2018, the OIPRD has



The OIPRD presented a panel discussion on policing, race and mental health at the Human Services & Justice Coordinating Committee Annual Conference in Toronto on November 21, 2017. From left to right, Inspector Chris Boddy, Toronto Police Service; Gerry McNeilly, OIPRD; Jennifer Chambers, Empowerment Council; Idil Abdilah, Ryerson School of Social Work; Kaitlyn Caster, Aboriginal Legal Services; and moderator Jonathan Shime, Cooper, Sandler, Shime and Bergman LLP.

created a strategic initiatives and systemic review unit to plan, develop and implement strategic program frameworks to support agency change management initiatives under an expanded mandate, and to coordinate systemic reviews.

The business operations unit has provided support to the other units in preparation for the new police oversight model. Over the past fiscal year they conducted unit impact assessments to gather feedback from employees on change considerations for the enhanced police oversight model and managed the increased recruitment in all areas of the organization. The business operations unit has also led the acquisition of additional space to accommodate the expected increase in staff. They have been involved in making enhancements to the

current case management system, while researching potential opportunities to procure a new case management system to address the increase in retained investigations.

In 2017–18, the OIPRD hired a deputy director of investigations to aid in the management of the investigations unit. Working with the legal services and investigations units, the deputy director of investigations streamlined investigations and developed a new process for categorizing retained complaint investigations based on the complexity and seriousness of allegations. We expect to see positive improvements and reduced timelines in the completion of our investigations as a result.

The OIPRD's legal services unit continued to support all areas of the OIPRD in the effective management and oversight of complaints.

In addition, our legal team represented the Director in appearances before the OCPC and for judicial reviews before Divisional Court.

Influencing Change in Police Policies and Practices

The OIPRD has a mandate to oversee the public complaints system and recommend changes that will influence and improve policing policies, procedures and practices. We achieve this through initiatives such as systemic reviews, consultations with police services and outreach to police services.

Systemic reviews examine policing issues that affect the community as a whole. While individual complaint investigations deal with police misconduct on a case-by-case basis, it is the work undertaken during systemic reviews that has the most potential impact on policing in Ontario. The OIPRD enhances public awareness of issues or practices and makes recommendations for change through the examination of issues.

This past year we continued work on three systemic reviews: Ontario police services' policies and practices for conducting strip searches of people arrested or otherwise detained, Thunder Bay Police Service's policies, practices and attitudes regarding missing person and death investigations involving Indigenous people, and the final report on police interactions with people in crisis and use of force.

Our communications and outreach unit monitors policing issues through traditional media, Twitter, discussions at OIPRD presentations and at public consultations on policing matters. This year, the Toronto Police Service Police and Community Engagement Review Committee came to a close after four years of consultations between the

committee and the Toronto Police Service, which resulted in the completion of several carding-related improvements for TPS. In addition, OIPRD staff attended police stations and detachments across the province to ensure that they were displaying OIPRD posters and that our materials were readily available for the public. Not only did this allow us to educate police service front-desk staff about the complaints process, it also allowed us to ensure that the public would have easy access to complaint information at any police station they visited.

Professional, Committed and Engaged Employees

The OIPRD believes that it is important to invest in employees to ensure they can do their best at their job. We do this by providing opportunities for professional development and engagement such as job shadowing opportunities both within the agency and externally across different ministries. In 2017–18, we continued our two-part training on unconscious bias in the workplace. The first part was an overview of bias awareness intended to improve understanding of hidden or unconscious bias, allow individuals to acknowledge their own personal biases and provide a forum for discussion on the impact of unconscious bias on workplace decisions. The training also provided strategies to check those biases. The second part was an in-depth look at racism and anti-racism that focuses on providing context and concepts behind issues and how they may have an impact on the work we do. Anti-bias and cultural sensitivity training is ongoing at the OIPRD and is part of our integrated training program.

This past year the OIPRD developed a three-day training program for new investigators



Throughout the year, OIPRD staff came together to recognize various cultural events. Director Gerry McNeilly poses with the contributions to a Caribbean black cake bake-off.

to aid in the onboarding process. This training includes detailed information about our office, interview techniques and report writing. We hire investigators from a range of backgrounds, so this training is developed to ensure that investigations are consistent and meet OIPRD standards. Other units also completed training specific to their work. For example, our case management unit attended training on how to deal with challenging clients, to enhance customer service.

Over the past year, the OIPRD supported students by offering internship and placement opportunities to articling students, summer law students, and high school, college and university co-op students.

Our Diversity and Employee Engagement Committee hosted inclusive cultural events

within the office and have been successful at encouraging employee communication and participation. This year the OIPRD held a Canada Day celebration, a fundraising waffle breakfast with the proceeds going to support people displaced by the 2017 British Columbia wildfires and a Caribbean black cake bake-off.

MAKING A COMPLAINT

If a member of the public has a complaint about a police officer, they have two options for resolving the matter outside the formal OIPRD complaint process.



Conversation

A complainant can go to a police station and have a conversation directly with the officer in charge to clear up a question or issue. These conversations are not tracked by the OIPRD and are outside the public complaints system.



Local Resolution

A complainant can go to a police station to have a minor issue addressed. A Local Resolution allows the police service to solve, explain, or settle a matter that is considered “less serious” directly with the complainant.

If a complaint is successfully resolved through Local Resolution, the complainant cannot make a formal complaint with the OIPRD about the same incident. The police service must send the completed Local Resolution form, signed by the complainant and the chief or the chief’s designate, to the OIPRD. In 2017–18, there were 42 Local Resolutions completed by police services in Ontario.

Local Resolutions 2017–18

Police Service	Successful Local Resolutions
Aylmer	1
Cornwall Community	1
Durham Regional	1
Halton Regional	2
Hamilton	1
Ontario Provincial Police	3
Peel Regional	15
Thunder Bay	1
Toronto	13
Waterloo Regional	1
Windsor	1
York Regional	2
Total	42

FORMAL OIPRD COMPLAINT



Formal OIPRD Complaint

The OIPRD's jurisdiction includes municipal and regional police services and the Ontario Provincial Police (OPP). The OIPRD does not have jurisdiction over RCMP officers, First Nations police officers, provincial offences officers or special constables, including TTC Special Constables, GO Transit police, court officers and campus police. In 2020, under the Safer Ontario Act, 2018, the OIPRD's jurisdiction will expand to include special constables and First Nation officers where a First Nation has chosen to come under the new legislation, and thus, the police oversight system.

The OIPRD accepts complaints about:

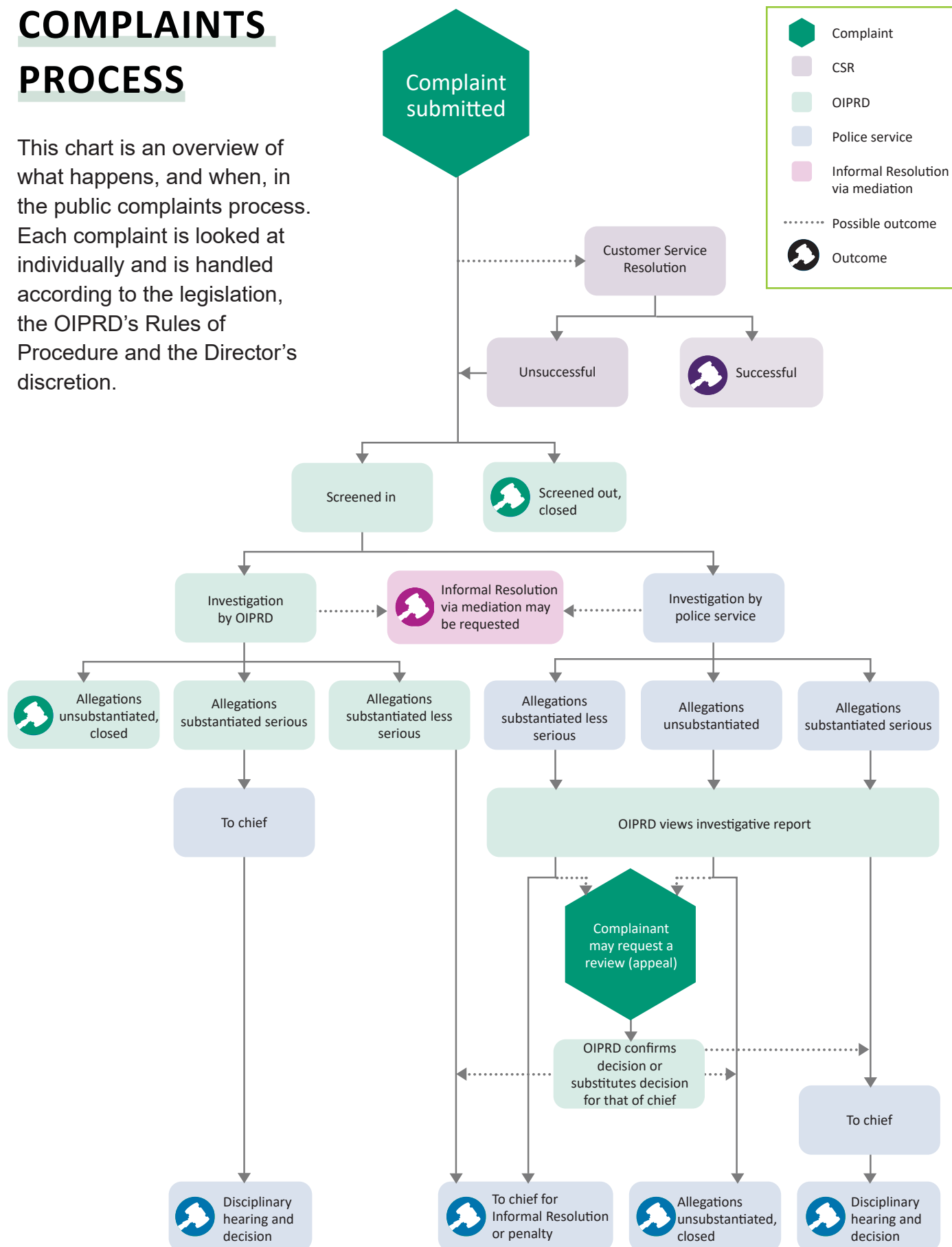
- The conduct of an officer: how a police officer behaves
- Policies of a police service: the rules and standards that guide an officer in delivering police services
- Services of a police service: how effectively and efficiently a police service performs its duties

Any member of the public can make a complaint with the OIPRD; however, the OIPRD can screen out a complaint if the complainant is not:

- The directly affected person
- A witness who was physically present
- Someone in a personal relationship with the directly affected person AND suffered loss, damage, distress, danger or inconvenience
- A person who has knowledge of the conduct, or has possession of something that the Director feels is compelling evidence establishing misconduct or unsatisfactory work performance

COMPLAINTS PROCESS

This chart is an overview of what happens, and when, in the public complaints process. Each complaint is looked at individually and is handled according to the legislation, the OIPRD's Rules of Procedure and the Director's discretion.



COMPLAINTS MANAGED

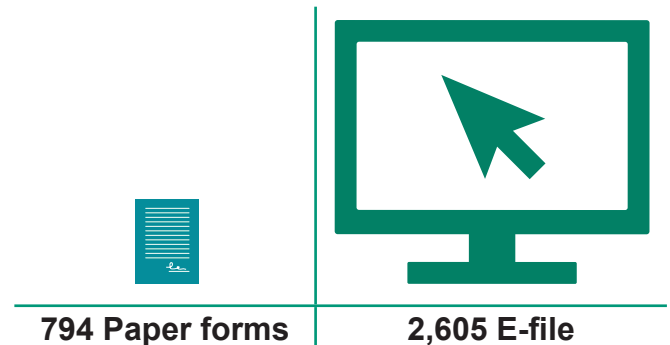
Complaints can be submitted through our website, on paper, by mail or fax. Complaints can also be made in person at the OIPRD office in downtown Toronto during business hours, or at any police station in Ontario.

Intake staff ensures that the complaint is complete and signed. When a complaint is received, it is assessed by a case coordinator to determine whether it is a conduct, policy or service complaint, or a combination of the three.

The OIPRD managed a total of 4,217 complaints in 2017–18, which included 3,399 complaints received between April 1, 2017, and March 31, 2018, and 818 complaints carried over the previous year.

Complaints Received in 2017–18

Total: 3,399 (April 1, 2017 – March 31, 2018)

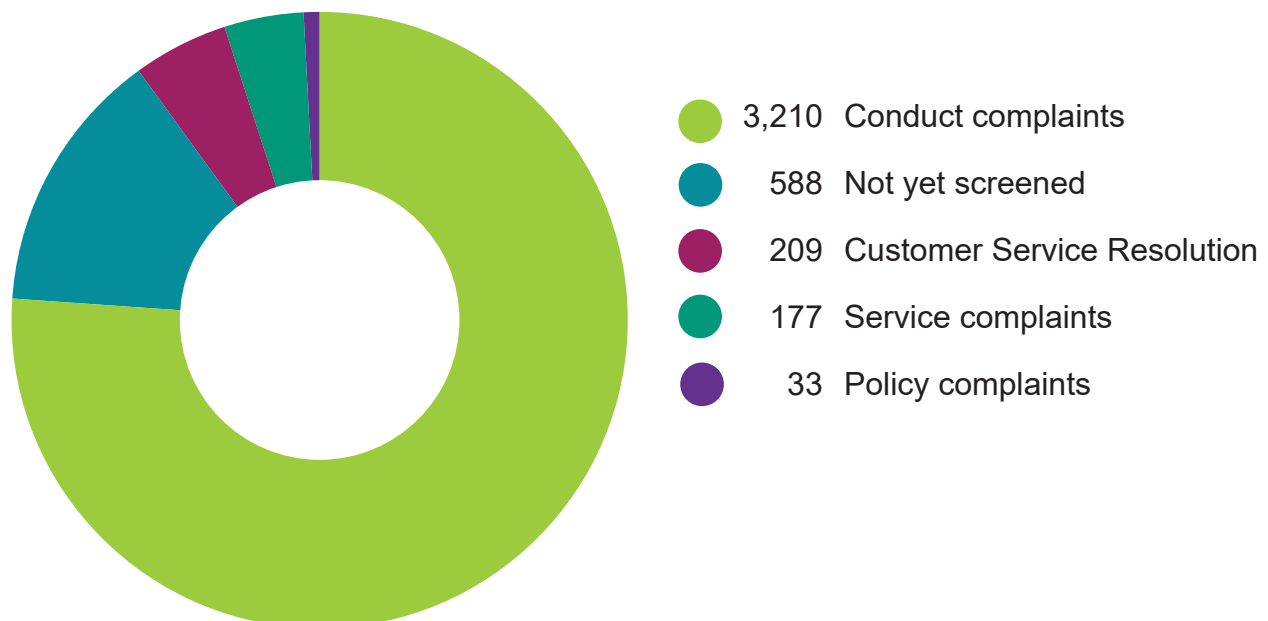


Complaints Managed 2017–18

Carried over from 2016–17	818
Received during 2017–18	3,399
Total Complaints Managed	4,217

Complaints Managed in 2017–18

Total: 4,217 Complaints Managed



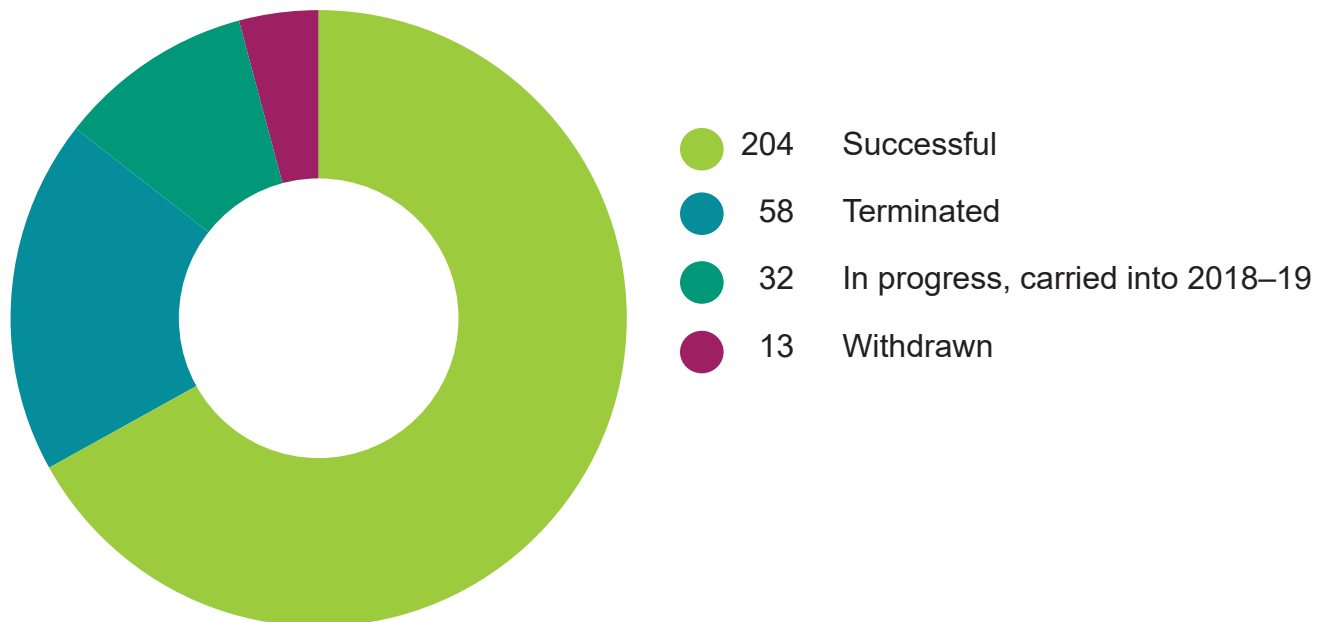
CUSTOMER SERVICE RESOLUTION

Customer Service Resolution (CSR) provides an opportunity for complainants and respondent officers to voluntarily resolve complaints at a very early stage.

Case coordinators review complaints prior to screening and recommend appropriate complaints for CSR.

Customer Service Resolutions

Total: 307 Managed



SCREENING COMPLAINTS

Complaints are presumed to be screened in for investigation, provided there is no reason to screen out the complaint under section 60 of the PSA. The Director can exercise his discretion to screen out a complaint based on

the criteria in the PSA. When a complaint is screened out the matter is closed and a letter is sent to the complainant and the police chief or Commissioner with reasons why the matter was not sent to investigation.

Complaints Screened 2017–18

	Screened in	Screened out	Total
Conduct complaints	1,379	1,291	2,670
Service complaints	127	35	162
Policy complaints	26	3	29
Total	1,532	1,329	2,861

Conduct Complaints Screened Out 2017–18

Bad faith	0
Better dealt with under another act or law	163
Frivolous	300
No jurisdiction under section 58	127
Not in the public interest	491
Over six months and other criteria	67
Prior to proclamation	28
Third-party criteria not met	20
Vexation	6
Other	89
Total	1,291

Explanatory Notes

The OIPRD has the legislative discretion to screen out complaints for any reason outlined under section 60 of the PSA:

Bad faith: Complaints where there is clear evidence that it was made for an improper purpose or with an improper motive.

Better dealt with under another act or law: Complaints that should clearly be dealt with by another legal authority (e.g., a complaint about the validity of a traffic ticket for speeding).

Frivolous: A complaint that does not reveal any allegation of misconduct or breach of the Code of Conduct, or is trivial, or lacks substance or an objective air of reality.

No jurisdiction under section 58: The complaint is not about a policy, service, or the conduct of a police officer. The person whose conduct is complained of does not fall under the jurisdiction of the OIPRD; or the complainant is not someone who is permitted to make a complaint.

Not in the public interest: A broad range of factors are considered. The Director may consider the nature of the misconduct alleged, whether the action appears to be a proper exercise of police discretion, the circumstances under which the conduct occurred, whether the conduct could bring the police service into disrepute, the effect of the decision to investigate a complaint, or not, on the public's confidence in the accountability and integrity of the complaints system, whether issues are of systemic importance and/or there is a broader public interest at stake. This list is not exhaustive.

Over six months and other criteria: The Director may decide not to deal with a complaint if it is made more than six months after the occurrence of the final incident cited in the complaint, or when the incident was discovered by the complainant.

In determining whether to deal with a complaint older than six months, the Director may exercise his discretion and must consider:

- Whether the complainant is a minor or a person with a disability within the meaning of the Accessibility for Ontarians with Disabilities Act, 2005
- Whether the complainant is or was subject to criminal proceedings in respect of the events underlying the complaint
- Whether, having regard to all the circumstances, it is in the public interest for the complaint to be screened-in

If a complaint is received after six months, the OIPRD may ask the complainant to provide a reason for the delay in filing. The Director will consider all the circumstances, including when the complainant first learned of the alleged misconduct, the reason for delay and

the severity of the allegations contained in the complaint.

Prior to proclamation: The OIPRD can only deal with complaints about incidents that happened on or after October 19, 2009.

Third party criteria not met: The complainant is too remote from the incident. A complainant has to fit into one of the categories outlined under section 60(6) of the PSA.

Vexatious: A vexatious complaint may be one that was made out of anger or the desire to merely seek retribution. These complaints may lack a reasonable purpose or be made with the intention to harass or annoy.

Other:

Includes the following:

- Consolidated complaint: If we receive more than one complaint from different complainants about the same incident, we will consolidate the complaints if they are being screened in. When the complaints are investigated, only one investigation report will be issued and each complainant will receive a copy.
- Duplicate complaint: A complaint made by the same complainant for the same incident more than once.

Withdrawn Complaints

A complainant can withdraw their complaint at any time prior to a disciplinary hearing. If a complainant wants to withdraw their complaint after a hearing has begun, they must receive consent from the Director and the police chief or Commissioner, otherwise the hearing will continue.

RESOLUTION AND MEDIATION

Informal Resolution

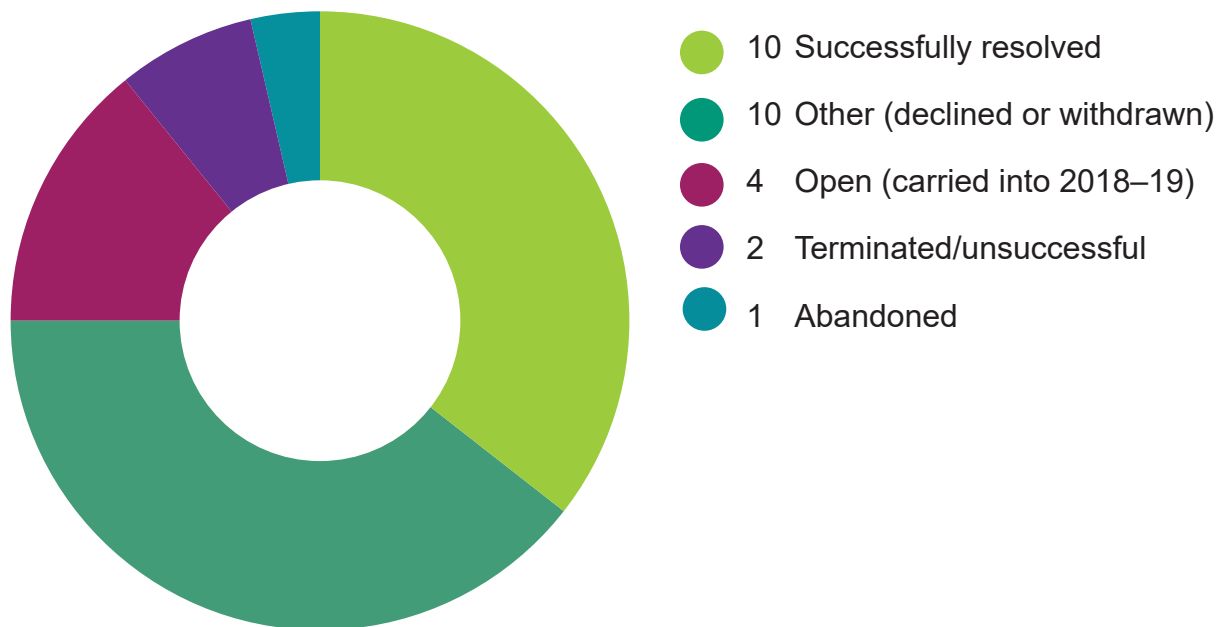
In 2017–18, 246 complaints were resolved by Informal Resolution (IR). IR can be attempted at any time during an investigation or at the conclusion of a conduct investigation in which misconduct has been substantiated as less serious in nature. The complainant, respondent officer and the police chief or Commissioner must agree to IR; however, the chief may not informally resolve the matter without notice to the Director. The Director reviews all IR agreements and must approve the resolution in order to finalize the process.

Mediation

Mediation is an effective means to resolve public complaints about police conduct. It provides an opportunity for the complainant and the police officer to discuss and learn from their interactions. With the help of a trained mediator, the parties explore resolution options and may be able to avoid a potentially lengthy investigation process.

Mediation Requests 2017–18

Total: 27 Mediations Requested



ENHANCED MEDIATION PROGRAM

In January 2018, the OIPRD completed its one-year Enhanced Mediation Program (EMP) pilot. The aim of the program was to encourage Informal Resolution through Mediation after a complaint has been screened in, but before the start of the investigation.

In the EMP process, the OIPRD recommends cases for mediation to the police service and offers complainants and respondent officers the opportunity to participate. Participation in the program is voluntary.

The following 12 police services participated in the pilot program: Barrie Police Service, Brantford Police Service, Durham Regional Police Service, Halton Regional Police Service, Kawartha Lakes Police Service, Niagara Regional Police Service, Ontario Provincial Police, Peel Regional Police, Sault Ste. Marie Police Service, Toronto Police Service, Waterloo Regional Police Service and York Regional Police.

Enhanced Mediation Program Pilot Project

Successfully resolved	29
Withdrawn	6
Abandoned	19
Terminated/unsuccessful	9
Open (carried into 2018–19)	5
Total	68

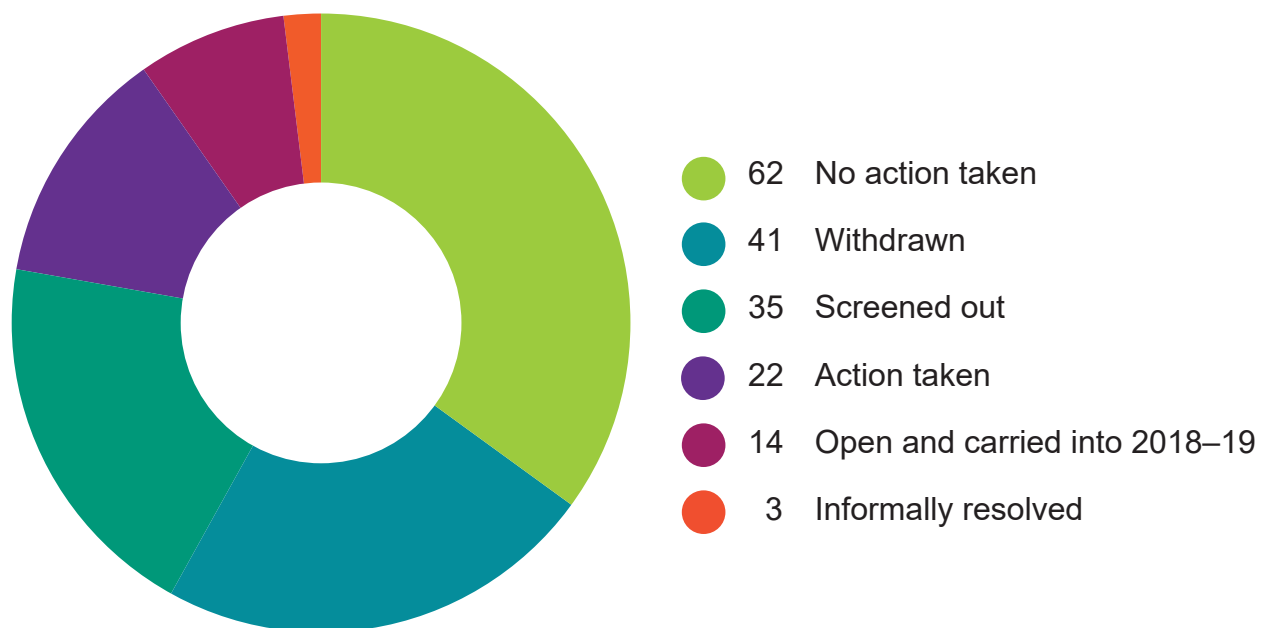
SERVICE COMPLAINTS

The OIPRD receives and screens complaints about the services and policies of a police organization, but does not investigate them. The Police Services Act requires that all policy and service complaints be sent to the appropriate chief or the OPP Commissioner for a response.

If a complainant is not satisfied with the outcome of a policy or service complaint, a request for review may be made to the appropriate police services board.

Service Complaint Outcomes 2017–18

Total Service Complaints Managed: 177



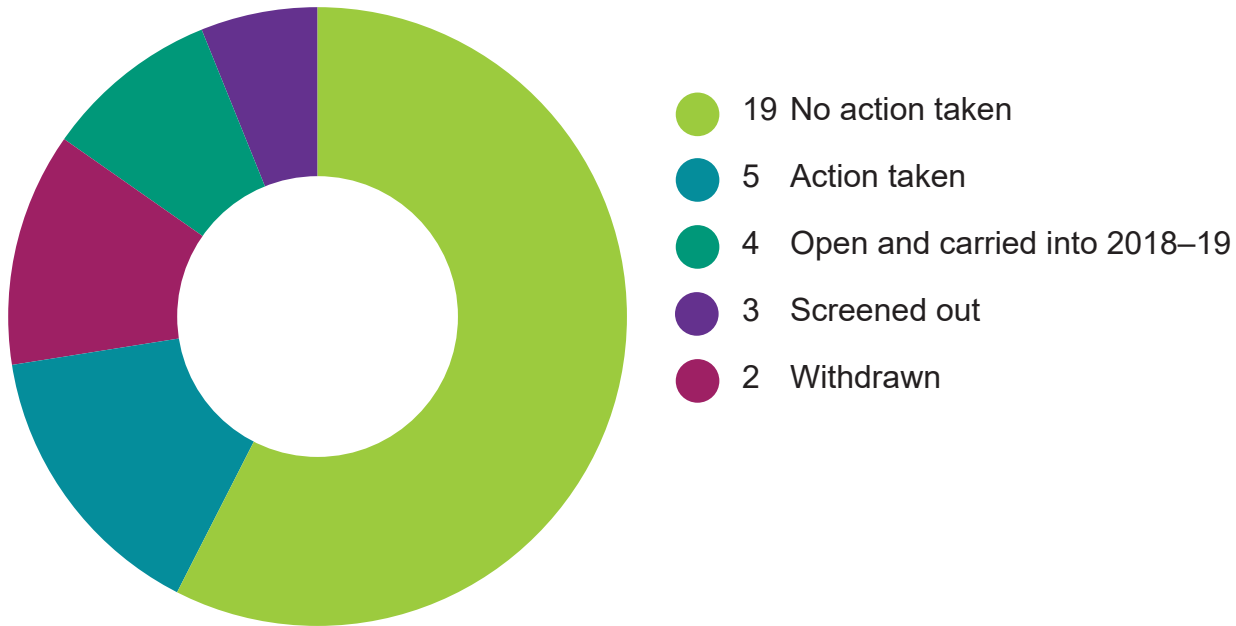
Screened Out Reasons

Better dealt with under another act or law	2
Frivolous	3
No jurisdiction under section 58	6
Not in the public interest	15
Over six months and other criteria	3
Third-party criteria not met	2
Other	4
Total	35

POLICY COMPLAINTS

Policy Complaint Outcomes 2017–18

Total Policy Complaints Managed: 33



Screened Out Reasons

Not in the public interest	3
Total	3

CONDUCT INVESTIGATIONS

Conduct complaints that are screened in may be investigated by the OIPRD, the police service in question or another police service. It is the Director's decision who will investigate, but OIPRD oversight continues throughout the process.

Referred

The Director can refer a complaint to the same police service or to a different police service for investigation. When a complaint is referred to a service it is investigated by an officer from the service's professional standards branch or by an officer designated by the police chief.

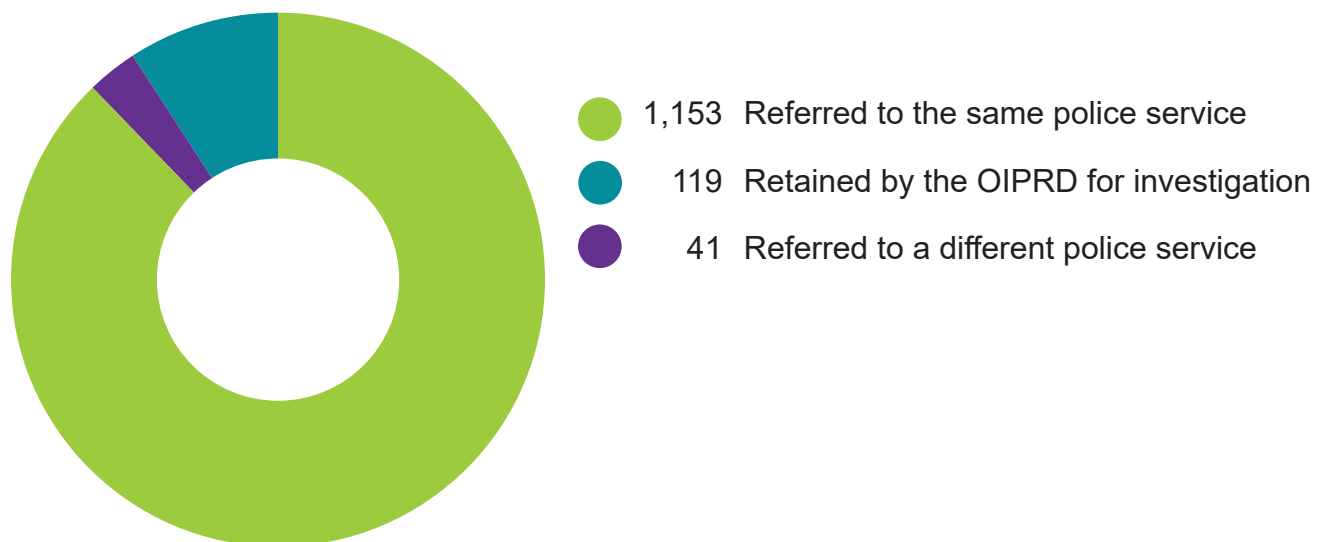
The OIPRD oversees investigations conducted by police services. Following an investigation, the investigative report with the chief's decision is sent to the complainant, the respondent officer and the OIPRD. The OIPRD reviews the investigative report and if issues are identified the Director will instruct the police service appropriately.

Retained

When the OIPRD retains a complaint for investigation, an OIPRD investigator informs the complainant about the investigative process. Investigations are reviewed by an investigations manager.

Conduct Complaints Sent for Investigation in 2017–18

1,314 Complaints Sent for Investigation



DECISIONS ISSUED

The Code of Conduct for police officers, contained in Ontario Regulation 268/10, identifies 10 classes of misconduct for investigation and possible discipline:

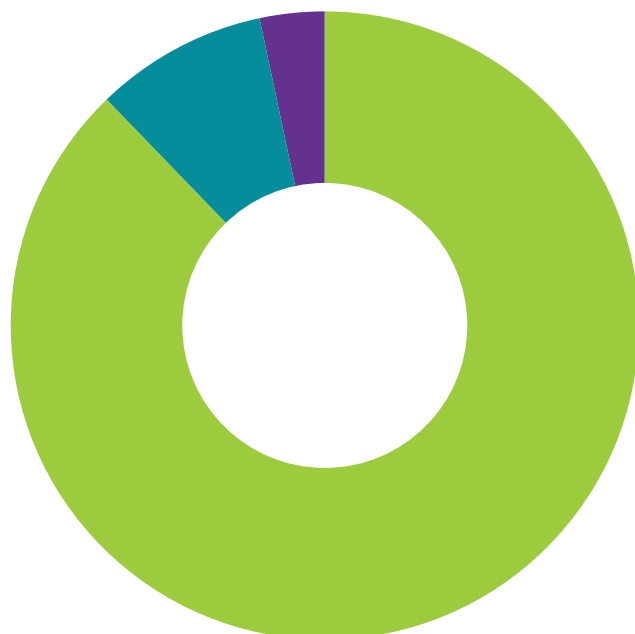
- Discreditable conduct
- Insubordination
- Neglect of duty
- Deceit
- Breach of confidence
- Corrupt practice
- Unlawful or unnecessary exercise of authority
- Damage to clothing or equipment
- Consumption of drugs or alcohol in a manner prejudicial to duty
- Conspiring, abetting or being an accessory to misconduct

Substantiated and Unsubstantiated

At the end of an investigation, the allegations in a complaint are determined to be substantiated or unsubstantiated. The Police Services Act states that in order to substantiate there must be reasonable grounds to believe that misconduct occurred. If the complaint is substantiated, it will be classified as serious or less serious. Section 85 of the PSA includes prescribed outcomes for discipline of violations of the Code of Conduct. If the complaint is unsubstantiated because there are no reasonable grounds to conclude a violation of the police Code of Conduct occurred, the complaint is closed, subject to a request for a review of the chief's decision. If the OIPRD investigated the complaint, the only means to review the decision is by a judicial review.

Conduct Complaint Decisions Issued, by Main Finding 2017–18

Total Number of Decisions Issued: 753



- 661 Unsubstantiated
- 67 Substantiated less serious
- 25 Substantiated serious

Conduct Complaints Sent for Investigation – Closed for Other Reasons

Informally resolved	249
Successfully mediated	5
Withdrawn	400
Total	654

REQUESTS FOR REVIEW

Where a conduct complaint was referred to a police service for investigation and the chief has either found no misconduct or less serious misconduct, the complainant has 30 days to submit a Request for Review to the OIPRD. Once the Request for Review is received, the investigative file is reviewed and evaluated by an internal review panel that includes the Director or a deputy director, an investigations manager and legal counsel.

Upon completion of the review, the Director may confirm the chief's decision, or overturn or vary the misconduct decision and direct

that a disciplinary hearing be held if the misconduct is deemed serious. If deficiencies are found in the way the investigation was conducted, the Director may send the matter back to the police service with directions to the chief for further investigative steps, or the OIPRD can take over the investigation. There is no Request for Review process for investigations conducted by the OIPRD. The Director's decisions are final, subject to an application for judicial review in the Ontario Superior Court.

Requests for Review	Received during 2017–18	139
	Received during a prior fiscal year	103
Total Requests for Review open in 2017–18		242
Request for Review criteria not met		6
Request for Review not yet screened		8
Completed and closed	Assigned second investigation to same police service	7
	Chief's decision confirmed	107
	OIPRD took over investigation	2
	Panel varied decision	7
Total Requests for Review completed and closed		123
Outcomes	Unsubstantiated	106
	Substantiated less serious	13
	Substantiated serious	2
Total Outcomes of Requests for Review		121
Total Requests for Review open and carried into 2018–19		104

PERFORMANCE MEASURES

Police Service Performance Measures 2017–18

Performance Measure	Percentage that achieved target
Seven-day Local Resolution	100%
45-day Customer Service Resolution	72%
60-day report for policy/service complaints	61%
120-day investigative report - referred	47%

OIPRD Performance Measures 2017–18*

Performance Measure	Percentage that achieved target
Two-day intake	74%
10-day screening	58%
120-day investigative report – retained	9%
47–day Request for Review	38%

* Complaints retained by the OIPRD are often more complex and, as a result, take longer to complete. In addition to conducting investigations, OIPRD investigators review all investigative reports prepared by police services, review police service investigative files for Requests for Reviews and conduct systemic review investigations.

DISCIPLINARY HEARINGS

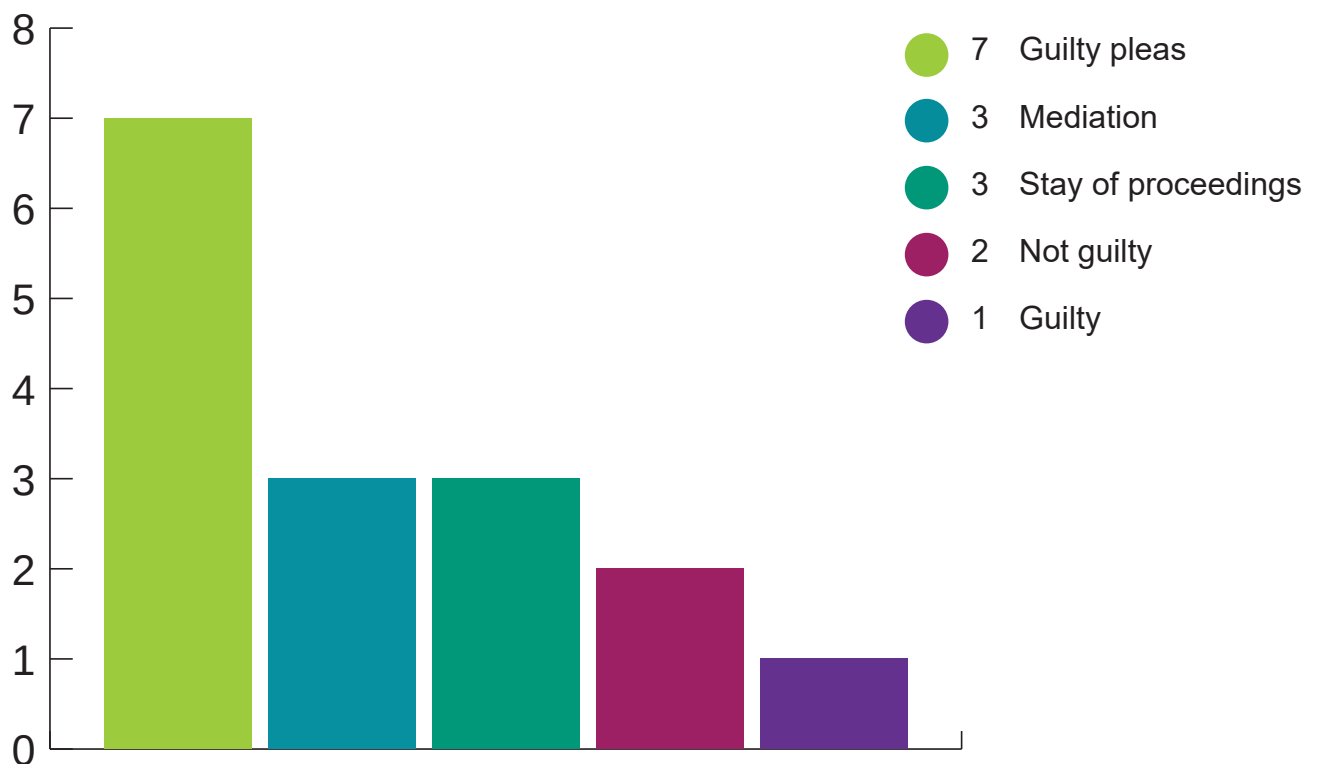
Under the Police Services Act, disciplinary hearings are conducted by police services. The prosecutor and the hearing officer are both designates of the chief, who is responsible for discipline. The complainant is a party at the hearing. The Director is not a statutory party at disciplinary hearings.

At a disciplinary hearing, the hearing officer must decide whether the allegations of

misconduct have been proven on clear and convincing evidence. Clear and convincing evidence is a higher burden of proof than the standard of reasonable grounds, which is the threshold required to substantiate misconduct at the investigative stage.

Disciplinary Hearing Outcomes: Hearings Held in 2017–18

Total Number of Hearings Held: 16



Disciplinary Hearings Ordered in 2017–18

Total Number of Hearings Ordered:

Police Service	Hearings ordered – retained complaints	Hearings ordered – referred complaints	Hearings ordered after Request for Review	Officers charged under the PSA	Total hearings ordered in 2017–18
Espanola		1		1	1
Halton	1			1	1
OPP	2	4		11	6
Peel	1			1	1
Peterborough	1			2	1
South Simcoe	1			1	1
Thunder Bay	3			6	3
Toronto	2	4	1	8	7
York	1		1	3	2
Total					26

HEARING SUMMARIES

The OIPRD posts disciplinary hearing decisions from public complaints on our website. In 2017–18, we received hearing decisions, including OCPC appeal decisions, for 16 hearings.

The following are summaries of select cases that went to a hearing in 2017–18.

Thunder Bay Police Service – Constable R.S.

Police Services Act Allegations:

One count of discreditable conduct

Outcome: Guilty plea

Penalty: Forfeiture of 40 hours

In September 2016, the Chronicle Journal newspaper posted an editorial titled “Racism claim not backed up,” addressing a dispute over the accuracy of a CBC News story, in which a facilitator for an Indigenous cultural training session at the Thunder Bay Police Service made an accusation that she had been verbally assaulted by officers during the training.

The Grand Chief of Nishnawbe Aski Nation wrote a letter to the editor, which was published in the Chronicle Journal, to express his concern that the Thunder Bay Police Service was trying to justify the behaviour of its officers.

In response to the Grand Chief’s letter, several negative comments pertaining to the Indigenous community were posted on a personal Facebook account by an off-duty member of the Thunder Bay Police Service.

The OIPRD investigated the matter and laid one count of discreditable conduct against Constable R.S, on the basis that he made racially prejudiced and discriminatory comments about the Indigenous community in a Facebook post.

At the disciplinary hearing, Constable R.S. acknowledged that he had authored the Facebook post, that the post did not convey what he had intended and that he had made a mistake. He acknowledged that he had engaged in discreditable conduct and pled guilty.

In his findings, the hearing officer stated that a message must be sent to Thunder Bay Police Service officers that this kind of conduct will not be taken lightly and is not condoned by the service.

The hearing officer imposed a penalty of forfeiture of 40 hours, to be worked during annual leave days or rest days until the prescribed hours were met.

At the hearing, Constable R.S. apologized to the Thunder Bay Police Service, the community and to the Grand Chief for his actions.

Toronto Police Service – Constable S.S. and Constable M.S.

Police Services Act Allegations:

Constable S.S. – Discreditable Conduct

Constable M.S. – Neglect of Duty

Outcome:

Constable S.S. – Guilty plea

Constable M.S. – Guilty plea

Penalty:

Constable S.S. – Forfeiture of five days or 40 hours, participation in a one-hour training session presented by the Toronto Police College in regards to interacting with people who have disabilities and a minimum of 20 hours volunteer work with the Special Olympics program.

Constable M.S. – Forfeiture of two days or 16 hours, participation in a one-hour training session presented by the Toronto Police College in regards to interacting with people who have disabilities and a minimum of 20 hours volunteer work with the Special Olympics program.

In November 2016, Constable S.S. and Constable M.S. were working the afternoon shift when they pulled over the complainant's vehicle for an alleged red light infraction. The occupants of the vehicle included the complainant and her daughters, one of whom has Down syndrome.

The officers activated the police car's In Car Camera System (ICCS) and their wireless microphones and approached the complainant's vehicle. After they collected the complainant's documents the constables returned to their car and placed the microphones back in their designated

cradles; however, the microphones did not properly connect with the cradle and continued to record. The constables then started what they thought was a private conversation in which Constable S.S. made inappropriate comments about the complainant's daughter with Down syndrome. The entire conversation was recorded on the ICCS. The complainant was served with a traffic ticket and the officers continued their shift.

Sometime later, the complainant received the ICCS video and audio as part of disclosure for her traffic ticket proceedings and, as a result, filed a complaint with the OIPRD. The complaint was referred to Toronto Police Service's Professional Standards Unit for investigation. The investigation substantiated misconduct and made a finding of one count of discreditable conduct against Constable S.S. and one finding of neglect of duty against Constable M.S.

Prior to the hearing, the officers sent the complainant and her family an apology letter and attempted to apologize in person. The incident received significant media and public attention.

At the hearing, both officers pled guilty and the prosecutor read their apology to the complainant and her family. Constable S.S., as the senior officer and the one who made the derogatory comments, received a harsher penalty than Constable M.S., who was found to be neglectful in not reporting his colleague's comments.

Saugeen Shores Police Service – Constable W.M.

Police Services Act Allegations:

One count of discreditable conduct

Outcome: Guilty plea

Penalty: Forfeiture of 40 hours

Constable W.M. was working in plain clothes with another officer in an unmarked vehicle. They were conducting surveillance into drug trafficking based on information from a confidential informant. They observed the target of their surveillance conducting hand-to-hand transactions and observed the target's vehicle at a location known for drug activity.

During their surveillance another vehicle approached the residence. The occupants entered the home for a short period and then returned to the car and left. The officers believed that the occupants were in possession of drugs. There was no information about weapons.

Soon after, Constable W.M. saw the same car speeding and then going through a stop sign. He pursued the car and conducted a traffic stop. Constable W.M. approached the vehicle with his gun drawn and pointed his firearm at one of the vehicle's occupants. He later testified that he believed that it was a high-risk stop because he was by himself and there were three people in the car who he believed were in possession of drugs. He stated that, in his experience, drug dealers often carried weapons.

It was agreed that there was no basis for Constable W.M. to draw or point his gun. Constable W.M. pled guilty to the one count of discreditable conduct and an agreed statement of facts was entered.

While the hearing officer considered that the officer recognized the error in his conduct and showed remorse, he found the offence to be serious and an embarrassment for the service.

SERVICE-BY-SERVICE STATISTICS

Fiscal Year: April 1, 2017 – March 31, 2018

23,830

Sworn police
officers
in Ontario

52*

Municipal and
regional police
services

170

OPP detachments
and head quarters

3,399

Complaints received

The following pages outline the complaint statistics for each service from April 1, 2017, to March 31, 2018. A complaint is only counted once, according to the outcome of its most serious allegation.

The number of police officers was obtained from Statistics Canada's Police Resources in Canada, 2017. The number of Ontario Provincial Police (OPP) officers was provided by the OPP.

Explanatory Notes

Complaint not yet classified: the complaint had not been screened or classified as conduct, policy or service at the end of the fiscal year, but will be in the new fiscal year.

Action taken: following the review of a policy or service complaint, the chief decided that action should be taken in response to the complaint.

No action taken: following the review of a policy or service complaint, the chief decided that no action should be taken in response to the complaint.

Opened and carried over: the complaint was screened in, but the investigation was not completed by March 31, 2018, so the case is carried into 2018–19.

EMP: Enhanced Mediation Program is a pilot program that encourages informal resolution through mediation.

Criteria not met: Request for Review was received after the 30-day deadline.

* Stirling-Rawdon Police Service disbanded in favour of the Ontario Provincial Police on October 17, 2017, and Midland Police Service disbanded in favour of the Ontario Provincial Police on February 8, 2018.



23,830
Sworn Officers

3,399 Complaints received in 2017–18
+ 818 Complaints carried over from 2016–17
= 4,217 Total complaints managed in 2017–18

209 Successfully resolved through CSR
588 Not yet classified, carried into 2018–19

3,420 Complaints managed in 2017–18

33

Policy

3 Screened out
26 Screened in
4 Screened in prior year

5 Action taken
19 No action taken
2 Withdrawn
4 Carried into 2018–19

3,210

Conduct

1,291 Screened out
1,379 Screened in
541 Screened in prior year

56 Withdrawn

29 EMP Resolved
5 In EMP, carried into 2018–19

177

Service

35 Screened out
127 Screened in
15 Screened in prior year

22 Action taken
62 No action taken
3 Informally resolved
41 Withdrawn
14 Carried into 2018–19

1,542

Referred

578 Unsubstantiated
56 Substantiated less serious
14 Substantiated serious
291 Withdrawn during investigation
4 Successfully mediated
245 Informally resolved
354 Carried into 2018–19

1,829

Investigations

287

Retained

83 Unsubstantiated
11 Substantiated less serious
11 Substantiated serious
10 Withdrawn during investigation
3 Successfully mediated
1 Informally resolved
168 Carried into 2018–19

REQUEST FOR REVIEW

242 Managed



106 Unsubstantiated
13 Substantiated less serious
2 Substantiated serious
6 Criteria not met
113 Carried into 2018–19



10

**Disciplinary
Hearings Held**

SERVICE-BY-SERVICE ALLEGATIONS

Service	Number of police officers subject to PSA Part V*	Total Conduct Complaint decisions issued in 2017 – 18	Allegation										Findings			
			Allegation – Breach of confidence	Allegation – Consume drug/alcohol prejudicial to duty	Allegation – Corrupt practice	Allegation – Damage to clothing or equipment	Allegation – Deceit	Allegation – Discreditable conduct	Allegation – Insubordination	Allegation – Neglect of duty	Allegation – Section 81 - Solicitor General consent	Allegation – Unlawful/unnecessary exercise of authority	Allegations – Total	Unsubstantiated	Substantiated – less serious	Substantiated – serious – hearing
Amherstburg	30	2	0	0	0	0	0	4	0	0	0	0	4	4	0	0
Aylmer	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Barrie	239	15	0	0	0	0	0	11	0	19	0	5	35	30	5	0
Belleville	88	6	0	0	0	0	0	3	0	3	0	0	6	6	0	0
Brantford	173	13	0	0	0	0	0	6	4	9	0	4	23	22	1	0
Brockville	40	1	0	0	0	0	0	1	0	0	0	0	1	1	0	0
Chatham-Kent	155	5	1	0	4	0	0	5	1	0	0	2	13	12	1	0
Cobourg	35	1	0	0	0	0	0	1	0	1	0	0	2	0	2	0
Cornwall Community	87	5	0	0	0	0	0	19	0	2	0	6	27	27	0	0
Deep River	9	1	0	0	0	0	0	1	0	0	0	0	1	1	0	0
Dryden	20	3	0	0	0	0	0	3	0	4	0	0	7	5	2	0
Durham Regional	854	19	1	0	0	0	0	23	0	10	0	7	41	40	1	0
Espanola	12	2	0	0	0	0	0	8	1	0	0	2	11	5	0	6
Gananoque	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guelph	194	21	0	0	0	0	0	34	0	28	0	60	122	122	0	0
Halton Regional	686	26	0	0	0	0	0	32	1	30	0	7	70	64	4	2
Hamilton	835	32	2	0	0	0	0	50	2	37	0	23	114	107	7	0
Hanover	14	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kawartha Lakes (City of)	42	4	0	0	0	0	0	4	0	1	0	1	6	6	0	0
Kingston	203	10	0	0	0	0	0	11	0	1	0	8	20	20	0	0
LaSalle	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
London	605	43	3	0	0	0	3	19	0	65	0	26	116	114	2	0
Midland**	24	2	0	0	0	0	0	1	0	1	0	1	3	3	0	0
Niagara Regional	706	44	0	0	0	0	8	68	3	30	0	34	143	138	1	4
North Bay	89	7	0	0	0	0	1	6	2	4	0	4	17	14	0	3
Ontario Provincial Police	5,964	129	4	0	0	0	2	108	0	100	0	38	252	226	13	13
Orangeville	39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

* From Statistics Canada's Police Resources in Canada, 2017 and Ontario Provincial Police

** Midland Police Service disbanded in favour of the Ontario Provincial Police on February 8, 2018.

Service	Number of police officers subject to PSA Part V*	Total Conduct Complaint decisions issued in 2017 – 18	Allegation										Findings			
			Allegation – Breach of confidence	Allegation – Consume drug/alcohol prejudicial of duty	Allegation – Corrupt practice	Allegation – Damage to clothing or equipment	Allegation – Deceit	Allegation – Discreditable conduct	Allegation – Insubordination	Allegation – Neglect of duty	Allegation – Section 81 - Solicitor General consent	Allegation – Unlawful/unnecessary exercise of authority	Allegations – Total	Unsubstantiated	Substantiated – less serious	Substantiated – serious – hearing
Ottawa	1,242	66	2	0	0	0	6	72	1	34	0	52	167	162	4	1
Owen Sound	39	3	0	0	0	0	0	1	0	0	0	4	5	5	0	0
Peel Regional	1,973	40	0	0	1	0	0	78	0	22	0	46	147	127	1	19
Peterborough	134	12	0	0	0	0	0	23	0	15	0	11	49	43	0	6
Port Hope	23	4	0	0	0	0	0	7	0	3	0	4	14	13	1	0
Sarnia	107	10	0	0	0	0	0	5	0	3	0	7	15	15	0	0
Saugeen Shores	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sault Ste. Marie	138	3	0	0	0	0	0	1	0	9	0	0	10	9	1	0
Shelburne	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smiths Falls	23	3	0	0	0	0	0	0	0	3	0	7	10	10	0	0
South Simcoe	81	2	0	0	0	0	0	3	2	0	0	4	9	6	0	3
St. Thomas	68	4	0	0	0	0	0	5	0	6	0	13	24	24	0	0
Stirling-Rawdon**	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stratford	57	1	0	0	0	0	0	7	0	0	0	0	7	7	0	0
Strathroy-Caradoc	29	9	3	0	0	0	0	3	0	3	0	0	9	9	0	0
Sudbury (Greater)	264	9	0	0	0	0	0	8	0	1	0	11	20	17	3	0
Thunder Bay	228	17	0	0	2	0	0	11	1	13	0	9	36	33	3	0
Timmins	82	7	1	0	0	0	0	21	0	2	0	8	32	31	1	0
Toronto	5,190	213	5	0	24	0	20	350	16	93	0	217	725	683	31	11
Waterloo Regional	776	33	0	0	1	0	1	83	0	59	0	26	170	164	6	0
West Grey	18	1	0	0	0	0	0	0	0	1	0	1	2	2	0	0
West Nipissing	22	1	0	0	0	0	0	24	0	13	0	0	37	35	2	0
Windsor	428	15	5	0	2	0	1	16	3	11	0	6	44	34	10	0
Wingham	7	2	0	0	0	0	0	2	0	2	0	1	5	4	1	0
Woodstock	65	2	0	0	0	0	0	0	0	1	0	1	2	2	0	0
York Regional	1,586	17	0	0	0	0	0	18	6	2	0	13	39	39	0	0
TOTAL	23,830	860	27	0	34	0	42	1156	43	641	0	669	2612	2441	103	68

* From Statistics Canada's Police Resources in Canada, 2017 and Ontario Provincial Police

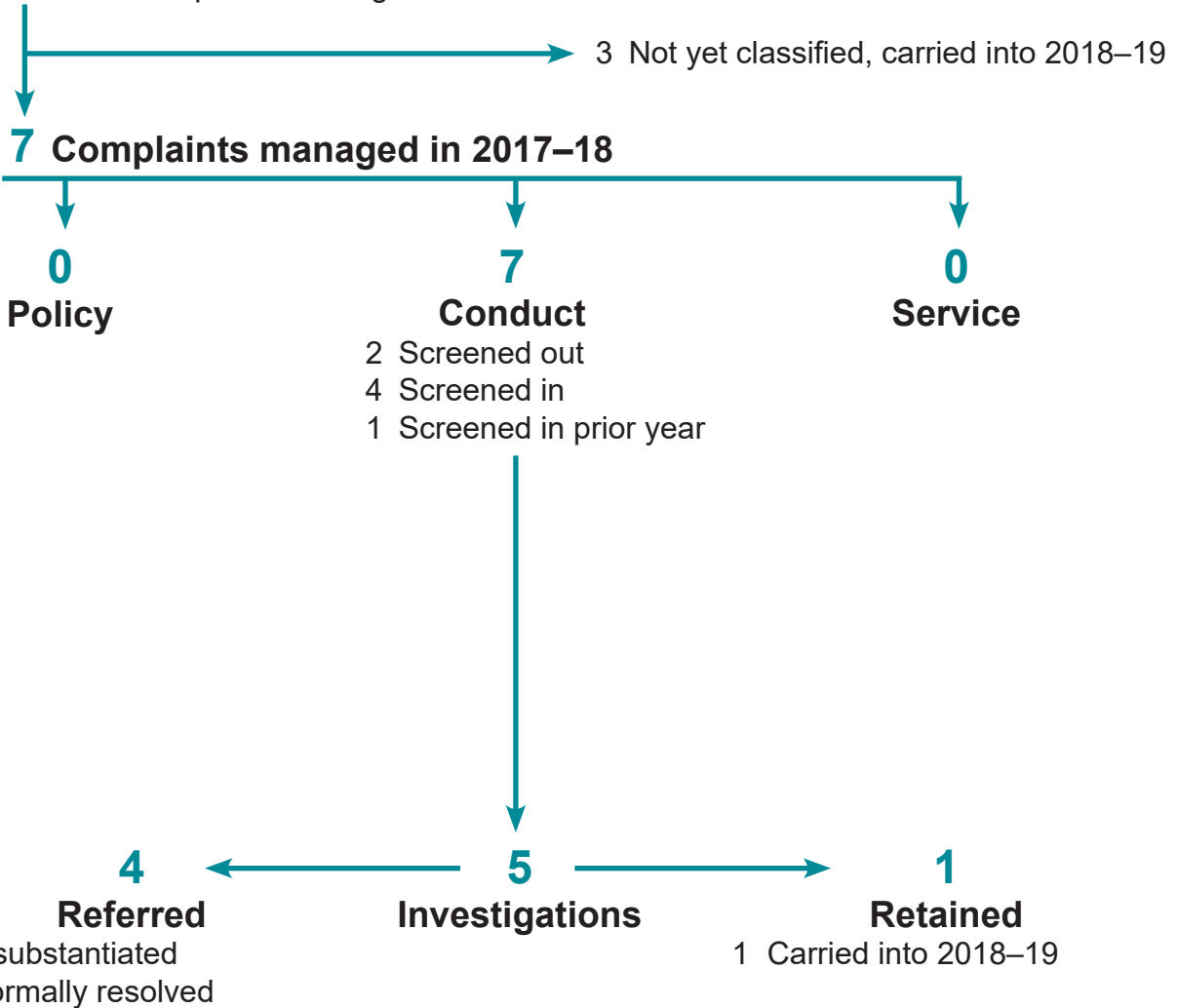
** Stirling-Rawdon Police Service disbanded in favour of the Ontario Provincial Police on October 12, 2017.

AMHERSTBURG POLICE SERVICE



30
Sworn Officers

8 Complaints received in 2017–18
+ 2 Complaints carried over from 2016–17
= 10 Total complaints managed in 2017–18



REQUEST FOR REVIEW

0 Managed



0
**Disciplinary
Hearings Held**

AYLMER POLICE SERVICE

0 Complaints received in 2017–18
+ 0 Complaints carried over from 2016–17
= 0 Total complaints managed in 2017–18



0 Complaints managed in 2017–18



13

Sworn Officers

REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

BARRIE POLICE SERVICE



239

Sworn Officers

43 Complaints received in 2017–18
 + 15 Complaints carried over from 2016–17
 = 58 Total complaints managed in 2017–18

5 Successfully resolved through CSR
 6 Not yet classified, carried into 2018–19

47 Complaints managed in 2017–18

2

Policy

2 Screened in



2 Action taken

45

Conduct

9 Screened out
 22 Screened in
 14 Screened in prior year

0

Service

2 Withdrawn

1 EMP Resolved

25

Referred

7 Unsubstantiated
 1 Substantiated less serious
 3 Withdrawn during investigation
 5 Informally resolved
 9 Carried into 2018–19

33

Investigations

8

Retained

2 Unsubstantiated
 3 Substantiated less serious
 3 Carried into 2018–19

REQUEST FOR REVIEW

9 Managed

5 Unsubstantiated
 4 Carried into 2018–19



0

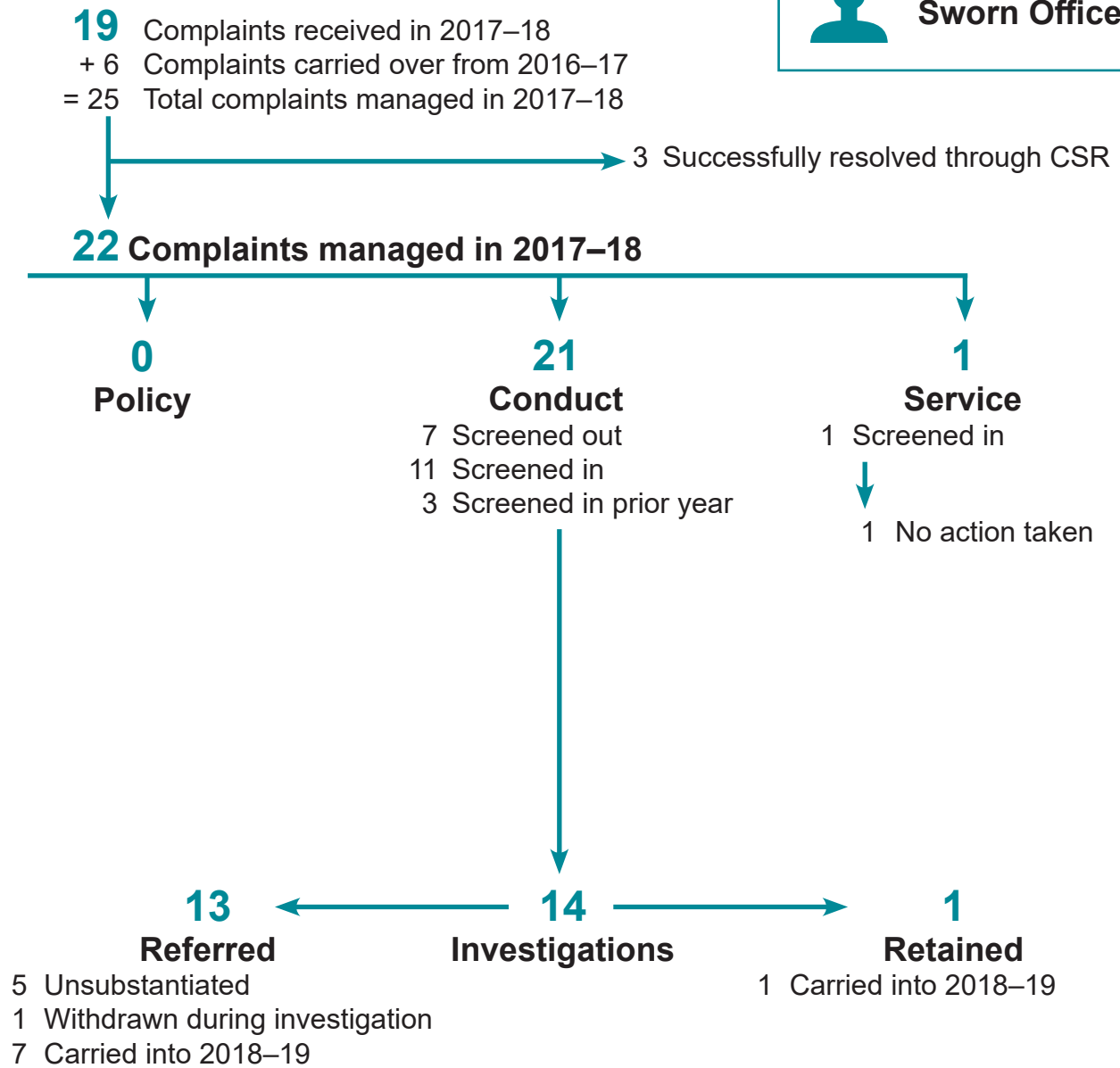
**Disciplinary
Hearings Held**

BELLEVILLE POLICE SERVICE



88

Sworn Officers



REQUEST FOR REVIEW

3 Managed



- 1 Unsubstantiated
- 2 Carried into 2018–19



0

**Disciplinary
Hearings Held**

BRANTFORD POLICE SERVICE



173

Sworn Officers

40 Complaints received in 2017–18
 + 6 Complaints carried over from 2016–17
 = 46 Total complaints managed in 2017–18

2 Successfully resolved through CSR
 6 Not yet classified, carried into 2018–19

38 Complaints managed in 2017–18

1

Policy

1 Screened in



1 No action taken

34

Conduct

15 Screened out

14 Screened in

5 Screened in prior year



3

Service

3 Screened in



2 No action taken

1 Carried into 2018–19

17

Referred

9 Unsubstantiated

1 Substantiated less serious

1 Withdrawn during investigation

2 Informally resolved

4 Carried into 2018–19

19

Investigations

2

Retained

2 Carried into 2018–19

REQUEST FOR REVIEW

1 Managed

1 Carried into 2018–19



0

**Disciplinary
Hearings Held**

BROCKVILLE POLICE SERVICE



40

Sworn Officers

9 Complaints received in 2017–18
 + 3 Complaints carried over from 2016–17
 = 12 Total complaints managed in 2017–18

1 Successfully resolved through CSR

11 Complaints managed in 2017–18

0

Policy

11

Conduct

6 Screened out
 4 Screened in
 1 Screened in prior year

0

Service

1 Withdrawn

4

Referred

1 Unsubstantiated
 2 Withdrawn during investigation
 1 Carried into 2018–19

4

Investigations

0

Retained

REQUEST FOR REVIEW

1 Managed

1 Carried into 2018–19



0

**Disciplinary
Hearings Held**

CHATHAM-KENT POLICE SERVICE



155
Sworn Officers

36 Complaints received in 2017–18
+ 2 Complaints carried over from 2016–17
= 38 Total complaints managed in 2017–18

2 Successfully resolved through CSR
3 Not yet classified, carried into 2018–19

33 Complaints managed in 2017–18

0

Policy

31

Conduct

21 Screened out
8 Screened in
2 Screened in prior year

2

Service

1 Screened out
1 Screened in



1 Action taken

9

Referred

3 Unsubstantiated
2 Withdrawn during investigation
4 Carried into 2018–19

10

Investigations

1

Retained

1 Substantiated less serious

REQUEST FOR REVIEW

1 Managed

2 Unsubstantiated



0

**Disciplinary
Hearings Held**

COBOURG POLICE SERVICE



35
Sworn Officers

4 Complaints received in 2017–18
+ 1 Complaints carried over from 2016–17
= 5 Total complaints managed in 2017–18

5 Complaints managed in 2017–18

0
Policy

5
Conduct

2 Screened out
2 Screened in
1 Screened in prior year

0
Service

3
Referred

1 Substantiated less serious
2 Carried into 2018–19

3
Investigations

0
Retained

REQUEST FOR REVIEW

1 Managed

1 Carried into 2018–19



0
**Disciplinary
Hearings Held**

CORNWALL COMMUNITY POLICE SERVICE

10 Complaints received in 2017–18
+ 4 Complaints carried over from 2016–17
= 14 Total complaints managed in 2017–18



87
Sworn Officers

1 Not yet classified, carried into 2018–19

13 Complaints managed in 2017–18

0

Policy

12

Conduct

3 Screened out
6 Screened in
3 Screened in prior year

1

Service

1 Screened in
↓
1 No action taken

8

Referred

3 Unsubstantiated
2 Withdrawn during investigation
3 Carried into 2018–19

9

Investigations

1

Retained

1 Unsubstantiated

REQUEST FOR REVIEW

1 Managed

1 Carried into 2018–19



0
**Disciplinary
Hearings Held**

DEEP RIVER POLICE SERVICE



9

Sworn Officers

0 Complaints received in 2017–18
+ 1 Complaints carried over from 2016–17
= 1 Total complaints managed in 2017–18

1 Complaints managed in 2017–18

0

Policy

1

Conduct

1 Screened in prior year

0

Service

1

Referred

1 Unsubstantiated

1

Investigations

0

Retained

REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

DRYDEN POLICE SERVICE



20
Sworn Officers

5 Complaints received in 2017–18
+ 3 Complaints carried over from 2016–17
= 8 Total complaints managed in 2017–18

8 Complaints managed in 2017–18

0

Policy

7

Conduct

2 Screened out
2 Screened in
3 Screened in prior year

1

Service

1 Screened in
↓
1 Withdrawn

4

Referred

2 Unsubstantiated
1 Substantiated less serious
1 Carried into 2018–19

5

Investigations

1

Retained

1 Carried into 2018–19

REQUEST FOR REVIEW

0 Managed



0
**Disciplinary
Hearings Held**

DURHAM REGIONAL POLICE SERVICE



854

Sworn Officers

106 Complaints received in 2017–18
 + 16 Complaints carried over from 2016–17
 = 122 Total complaints managed in 2017–18

2 Successfully resolved through CSR
 22 Not yet classified, carried into 2018–19

98 Complaints managed in 2017–18

0

Policy

95

Conduct

43 Screened out
 43 Screened in
 9 Screened in prior year

3

Service

2 Screened out
 1 Screened in

1 No action taken

3 Withdrawn

39

Referred

15 Unsubstantiated
 1 Substantiated less serious
 10 Withdrawn during investigation
 13 Carried into 2018–19

49

Investigations

10

Retained

2 Unsubstantiated
 1 Withdrawn during investigation
 1 Informally resolved
 6 Carried into 2018–19

REQUEST FOR REVIEW

7 Managed



2 Unsubstantiated
 3 Substantiated less serious
 2 Carried into 2018–19



0

**Disciplinary
Hearings Held**

ESPANOLA POLICE SERVICE



12
Sworn Officers

5 Complaints received in 2017–18
+ 3 Complaints carried over from 2016–17
= 8 Total complaints managed in 2017–18

1 Not yet classified, carried into 2018–19

7 Complaints managed in 2017–18

0

Policy

7

Conduct

1 Screened out
5 Screened in
1 Screened in prior year

0

Service

5

Referred

2 Unsubstantiated
2 Substantiated serious
1 Carried into 2018–19

6

Investigations

1

Retained

1 Carried into 2018–19

REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

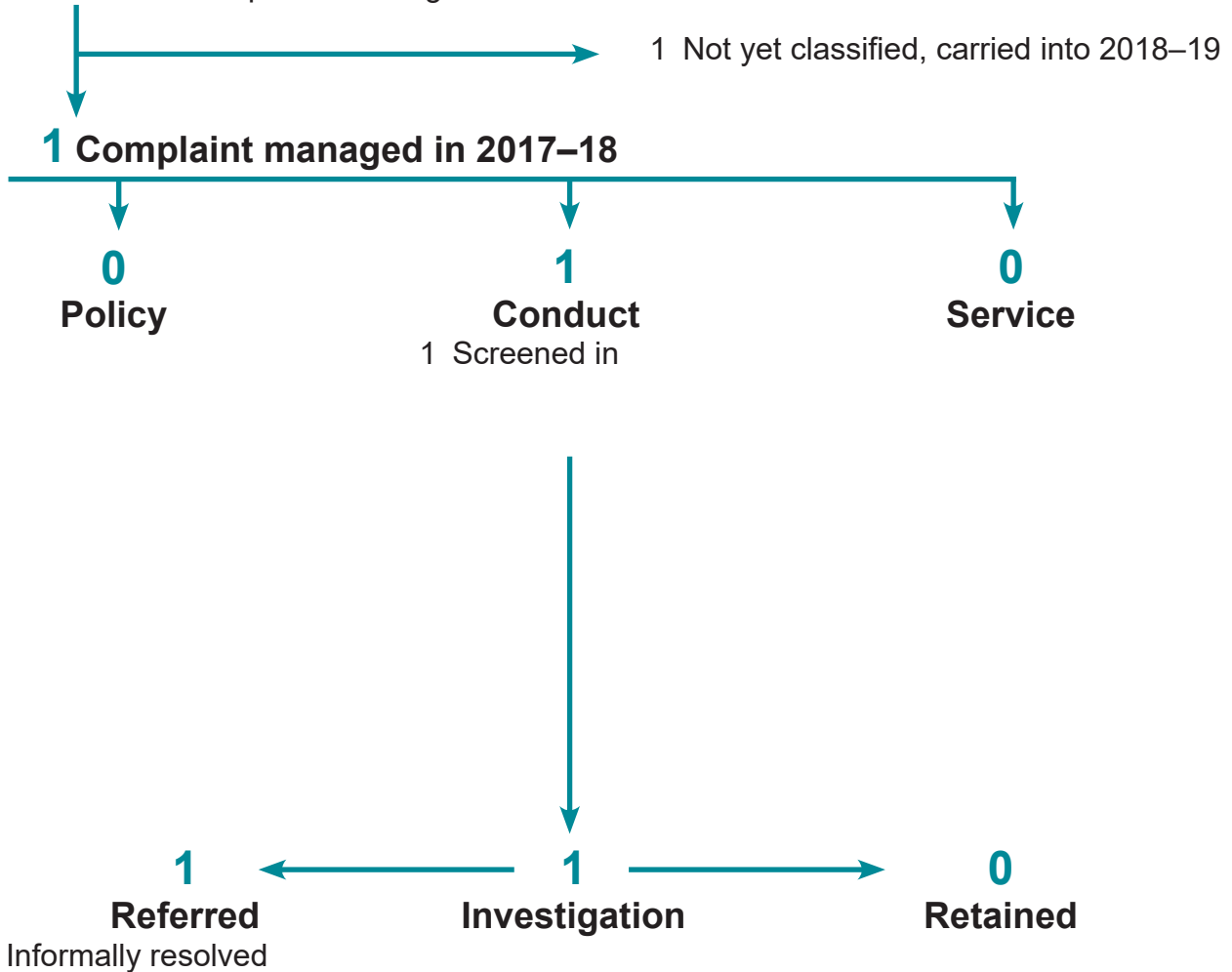
GANANOQUE POLICE SERVICE



14

Sworn Officers

2 Complaints received in 2017–18
 + 0 Complaints carried over from 2016–17
 = 2 Total complaints managed in 2017–18



REQUEST FOR REVIEW

1 Managed

1 Unsubstantiated



0

**Disciplinary
Hearings Held**

GUELPH POLICE SERVICE



194
Sworn Officers

39 Complaints received in 2017–18
+ 22 Complaints carried over from 2016–17
= 61 Total complaints managed in 2017–18

2 Successfully resolved through CSR
7 Not yet classified, carried into 2018–19

52 Complaints managed in 2017–18

0
Policy

47
Conduct

17 Screened out
14 Screened in
16 Screened in prior year

5
Service

4 Screened in
1 Screened in prior year

2 No action taken
3 Withdrawn
1 Carried into 2018–19

22
Referred

30
Investigations

8
Retained

16 Unsubstantiated
1 Withdrawn during investigation
1 Informally resolved
4 Carried into 2018–19

4 Unsubstantiated
2 Withdrawn during investigation
2 Carried into 2018–19

REQUEST FOR REVIEW

4 Managed

2 Unsubstantiated
2 Carried into 2018–19



0
**Disciplinary
Hearings Held**

HALTON REGIONAL POLICE SERVICE



686

Sworn Officers

57 Complaints received in 2017–18
 + 21 Complaints carried over from 2016–17
 = 78 Total complaints managed in 2017–18

2 Successfully resolved through CSR
 8 Not yet classified, carried into 2018–19

68 Complaints managed in 2017–18

0

Policy

66

Conduct

22 Screened out
 29 Screened in
 15 Screened in prior year

2

Service

1 Screened in
 1 Screened in prior year

2 No action taken

1 Withdrawn

2 EMP Resolved

34

Referred

16 Unsubstantiated
 3 Substantiated less serious
 4 Withdrawn during investigation
 1 Informally resolved
 10 Carried into 2018–19

41

Investigations

7

Retained

4 Unsubstantiated
 1 Substantiated serious
 2 Carried into 2018–19

REQUEST FOR REVIEW

7 Managed



1 Unsubstantiated
 1 Substantiated less serious
 1 Substantiated serious
 4 Carried into 2018–19



0

**Disciplinary
Hearings Held**

HAMILTON POLICE SERVICE



835
Sworn Officers

126 Complaints received in 2017–18
+ 21 Complaints carried over from 2016–17
= 147 Total complaints managed in 2017–18

8 Successfully resolved through CSR
23 Not yet classified, carried into 2018–19

116 Complaints managed in 2017–18

2

Policy

2 Screened in



1 No action taken
1 Withdrawn

111

Conduct

34 Screened out
63 Screened in
14 Screened in prior year

3

Service

3 Screened in



1 Action taken
1 No action taken
1 Informally resolved

2 Withdrawn

61

Referred

18 Unsubstantiated
4 Substantiated less serious
11 Withdrawn during investigation
9 Informally resolved
19 Carried into 2018–19

75

Investigations

14

Retained

6 Unsubstantiated
1 Substantiated less serious
1 Withdrawn during investigation
6 Carried into 2018–19

REQUEST FOR REVIEW

6 Managed

2 Unsubstantiated
4 Carried into 2018–19



0
**Disciplinary
Hearings Held**

HANOVER POLICE SERVICE



14

Sworn Officers

4 Complaints received in 2017–18
 + 1 Complaint carried over from 2016–17
 = 5 Total complaints managed in 2017–18

5 Complaints managed in 2017–18

0

Policy

4

Conduct

1 Screened out
 2 Screened in
 1 Screened in prior year

1

Service

1 Screened in
 ↓
 1 Action taken

2

Referred

1 Withdrawn during investigation
 1 Carried into 2018–19

3

Investigations

1

Retained

1 Carried into 2018–19

REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

KAWARTHA LAKES POLICE SERVICE



42
Sworn Officers

13 Complaints received in 2017–18
+ 1 Complaint carried over from 2016–17
= 14 Total complaints managed in 2017–18

2 Not yet classified, carried into 2018–19

12 Complaints managed in 2017–18

1

Policy

1 Screened out

10

Conduct

4 Screened out
6 Screened in

1

Service

1 Screened out

1 Withdrawn

5

Referred

4 Unsubstantiated
1 Carried into 2018–19

5

Investigations

0

Retained

REQUEST FOR REVIEW

0 Managed



1
Disciplinary
Hearings Held

KINGSTON POLICE



203

Sworn Officers

26 Complaints received in 2017–18
 + 7 Complaints carried over from 2016–17
 = 33 Total complaints managed in 2017–18

1 Successfully resolved through CSR
 4 Not yet classified, carried into 2018–19

28 Complaints managed in 2017–18

0
Policy

23
Conduct
 7 Screened out
 14 Screened in
 2 Screened in prior year

5
Service
 1 Screened out
 3 Screened in
 1 Screened in prior year
 ↓
 1 Action taken
 1 No action taken
 2 Withdrawn

15
Referred
 8 Unsubstantiated
 1 Withdrawn during investigation
 2 Informally resolved
 4 Carried into 2018–19

16
Investigations

1
Retained
 1 Carried into 2018–19

REQUEST FOR REVIEW

5 Managed

1 Unsubstantiated
 4 Carried into 2018–19



0

**Disciplinary
 Hearings Held**

LASALLE POLICE SERVICE

0 Complaints received in 2017–18
+ 0 Complaints carried over from 2016–17
= 0 Total complaints managed in 2017–18



0 Complaints managed in 2017–18



35
Sworn Officers

REQUEST FOR REVIEW

0 Managed



0
**Disciplinary
Hearings Held**

LONDON POLICE SERVICE



605

Sworn Officers

119 Complaints received in 2017–18
 + 25 Complaints carried over from 2016–17
 = 144 Total complaints managed in 2017–18

8 Successfully resolved through CSR
 13 Not yet classified, carried into 2018–19

123 Complaints managed in 2017–18

5

Policy

5 Screened in



3 No action taken
 2 Carried into 2018–19

104

Conduct

58 Screened out
 31 Screened in
 15 Screened in prior year



14

Service

13 Screened in
 1 Screened in prior year



2 Action taken
 8 No action taken
 3 Withdrawn
 1 Carried into 2018–19

42

Referred

26 Unsubstantiated
 2 Substantiated less serious
 6 Withdrawn during investigation
 1 Informally resolved
 7 Carried into 2018–19

46

Investigations

4

Retained

2 Unsubstantiated
 2 Carried into 2018–19

REQUEST FOR REVIEW

10 Managed



5 Unsubstantiated
 5 Carried into 2018–19



0

**Disciplinary
Hearings Held**

MIDLAND POLICE SERVICE



24
Sworn Officers

10 Complaints received in 2017–18
+ 2 Complaints carried over from 2016–17
= 12 Total complaints managed in 2017–18

4 Not yet classified, carried into 2018–19

8 Complaints managed in 2017–18

0

Policy

8

Conduct

5 Screened out
1 Screened in
2 Screened in prior year

0

Service

3

Referred

2 Unsubstantiated
1 Carried into 2018–19

3

Investigations

0

Retained

REQUEST FOR REVIEW

1 Managed

1 Unsubstantiated



0

**Disciplinary
Hearings Held**

Midland Police Service disbanded in favour of the Ontario Provincial Police on February 8, 2018.

NIAGARA REGIONAL POLICE SERVICE



706

Sworn Officers

99 Complaints received in 2017–18
 + 20 Complaints carried over from 2016–17
 = 119 Total complaints managed in 2017–18

7 Successfully resolved through CSR
 13 Not yet classified, carried into 2018–19

99 Complaints managed in 2017–18

0

Policy

94

Conduct

27 Screened out
 53 Screened in
 14 Screened in prior year

5

Service

1 Screened out
 4 Screened in

1 Action taken
 2 No action taken
 1 Carried into 2018–19

1 Withdrawn

2 EMP Resolved

57

Referred

36 Unsubstantiated
 1 Substantiated less serious
 1 Substantiated serious
 7 Withdrawn during investigation
 2 Informally resolved
 10 Carried into 2018–19

64

Investigations

7

Retained

3 Unsubstantiated
 2 Withdrawn during investigation
 2 Carried into 2018–19

REQUEST FOR REVIEW

13 Managed



7 Unsubstantiated
 1 Substantiated less serious
 5 Carried into 2018–19



0

**Disciplinary
 Hearings Held**

NORTH BAY POLICE SERVICE



89
Sworn Officers

26 Complaints received in 2017–18
+ 3 Complaints carried over from 2016–17
= 29 Total complaints managed in 2017–18

3 Not yet classified, carried into 2018–19

26 Complaints managed in 2017–18

0
Policy

24
Conduct

10 Screened out
11 Screened in
3 Screened in prior year

2
Service

2 Screened in
↓
2 No action taken

1 Withdrawn

9
Referred

3 Unsubstantiated
1 Substantiated serious
2 Withdrawn during investigation
2 Informally resolved
1 Carried into 2018–19

13
Investigations

4
Retained

2 Unsubstantiated
2 Carried into 2018–19

REQUEST FOR REVIEW

3 Managed

1 Substantiated less serious
2 Carried into 2018–19



0
**Disciplinary
Hearings Held**

ONTARIO PROVINCIAL POLICE



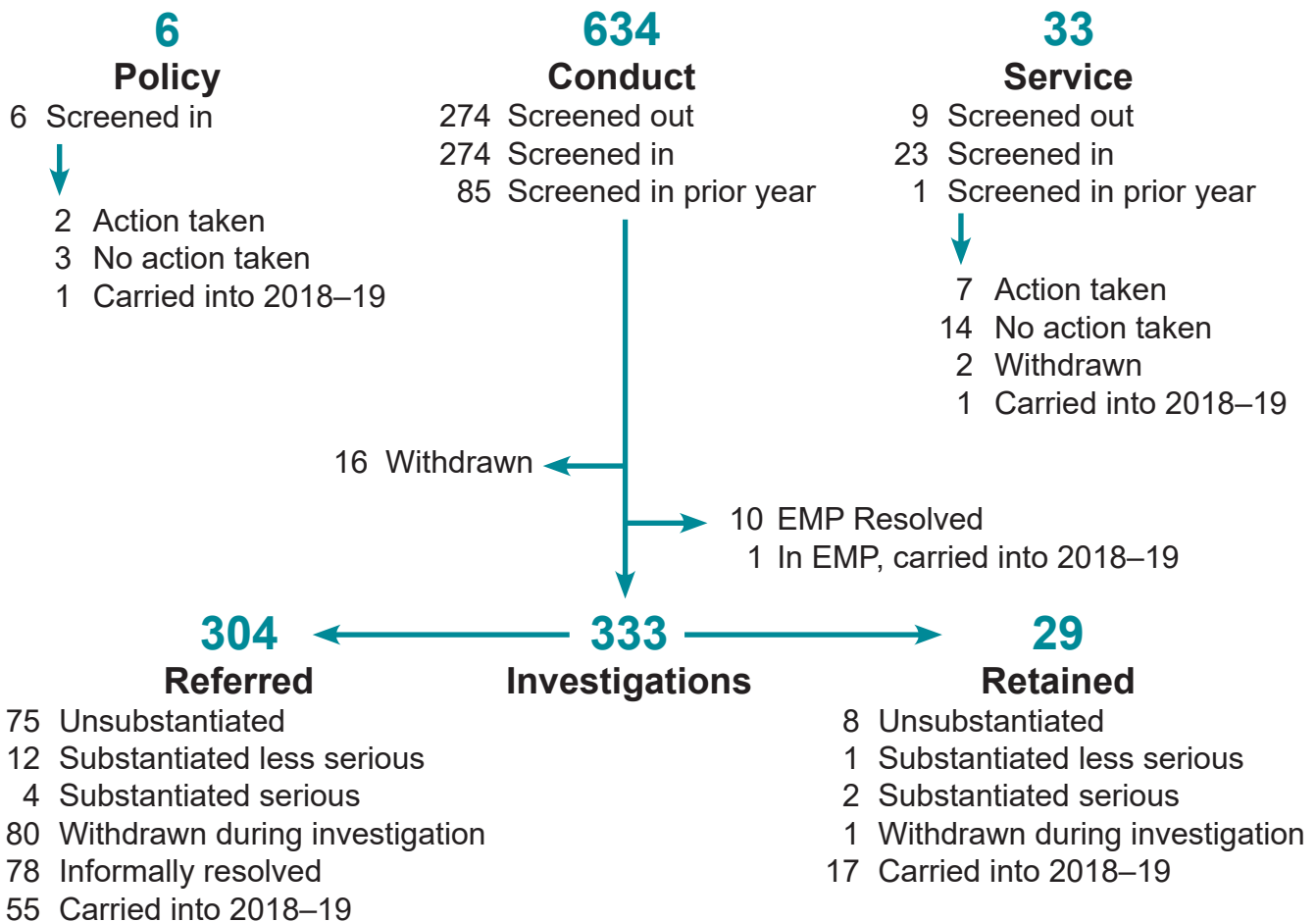
5,964

Sworn Officers

693 Complaints received in 2017–18
 + 151 Complaints carried over from 2016–17
 = 844 Total complaints managed in 2017–18

59 Successfully resolved through CSR
 112 Not yet classified, carried into 2018–19

673 Complaints managed in 2017–18



REQUEST FOR REVIEW

40 Managed



17 Unsubstantiated
 3 Substantiated less serious
 1 Substantiated serious
 19 Carried into 2018–19



3

**Disciplinary
Hearings Held**

ORANGEVILLE POLICE SERVICE



39
Sworn Officers

5 Complaints received in 2017–18
+ 0 Complaints carried over from 2016–17
= 5 Total complaints managed in 2017–18

2 Not yet classified, carried into 2018–19

3

Complaints managed in 2017–18

0

Policy

3

Conduct

1 Screened out
2 Screened in

0

Service

1 Withdrawn

1

Referred

1 Carried into 2018–19

1

Investigation

0

Retained

REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

OTTAWA POLICE SERVICE



1,242
Sworn Officers

223 Complaints received in 2017–18
+ 62 Complaints carried over from 2016–17
= 285 Total complaints managed in 2017–18

3 Successfully resolved through CSR
35 Not yet classified, carried into 2018–19

247 **Complaints managed in 2017–18**

1

Policy

1 Screened in
↓
1 No action taken

224

Conduct

80 Screened out
109 Screened in
34 Screened in prior year

22

Service

2 Screened out
19 Screened in
1 Screened in prior year
↓
2 Action taken
5 No action taken
10 Withdrawn
3 Carried into 2018–19

125

Referred

47 Unsubstantiated
3 Substantiated less serious
1 Substantiated serious
43 Withdrawn during investigation
4 Informally resolved
27 Carried into 2018–19

144

Investigations

19

Retained

7 Unsubstantiated
2 Withdrawn during investigation
3 Successfully mediated
7 Carried into 2018–19

REQUEST FOR REVIEW

19 Managed



9 Unsubstantiated
1 Substantiated less serious
9 Carried into 2018–19



0

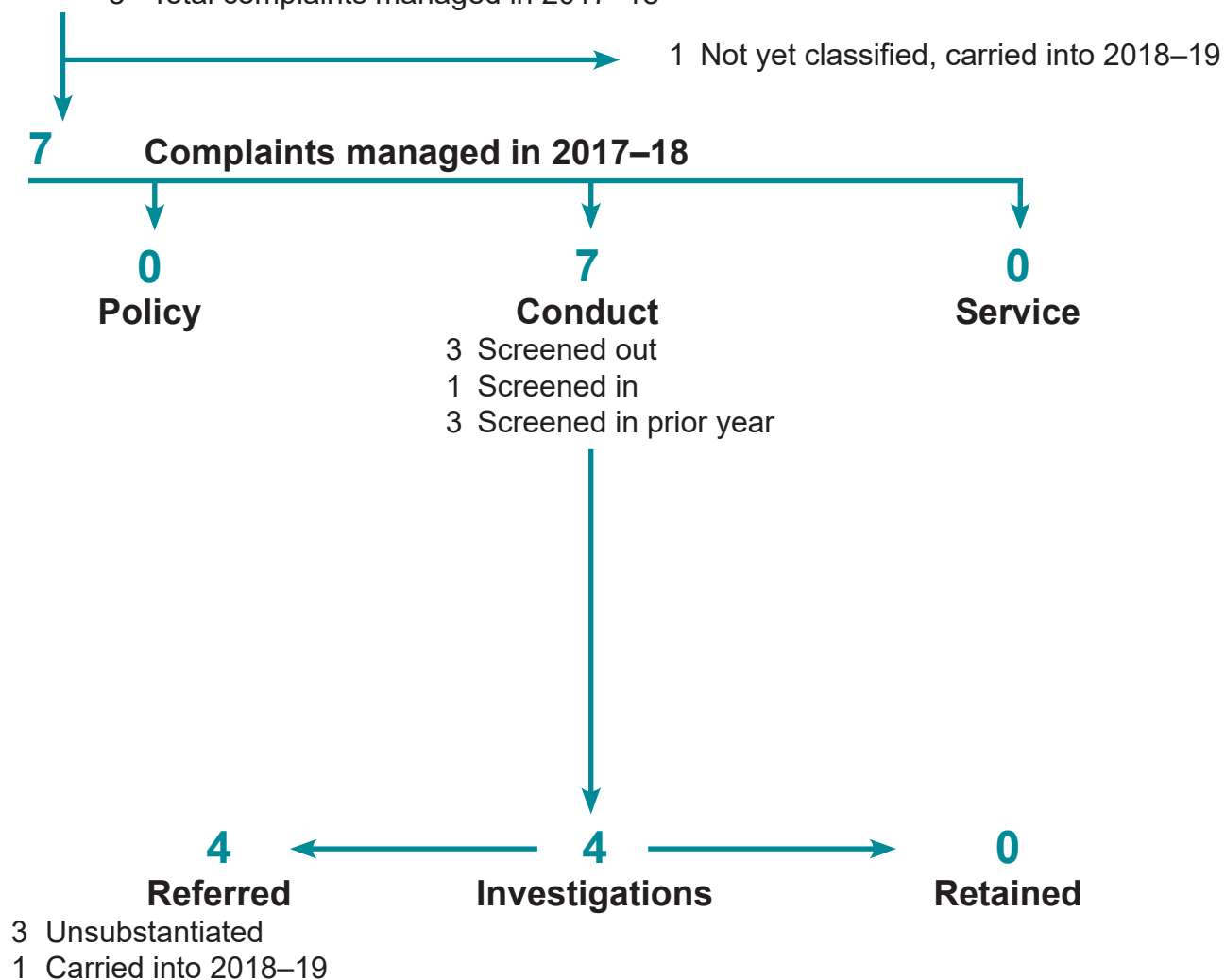
**Disciplinary
Hearings Held**

OWEN SOUND POLICE SERVICE



39
Sworn Officers

5 Complaints received in 2017–18
+ 3 Complaints carried over from 2016–17
= 8 Total complaints managed in 2017–18



REQUEST FOR REVIEW

2 Managed

1 Unsubstantiated
1 Carried into 2018–19



0
**Disciplinary
Hearings Held**

PEEL REGIONAL POLICE

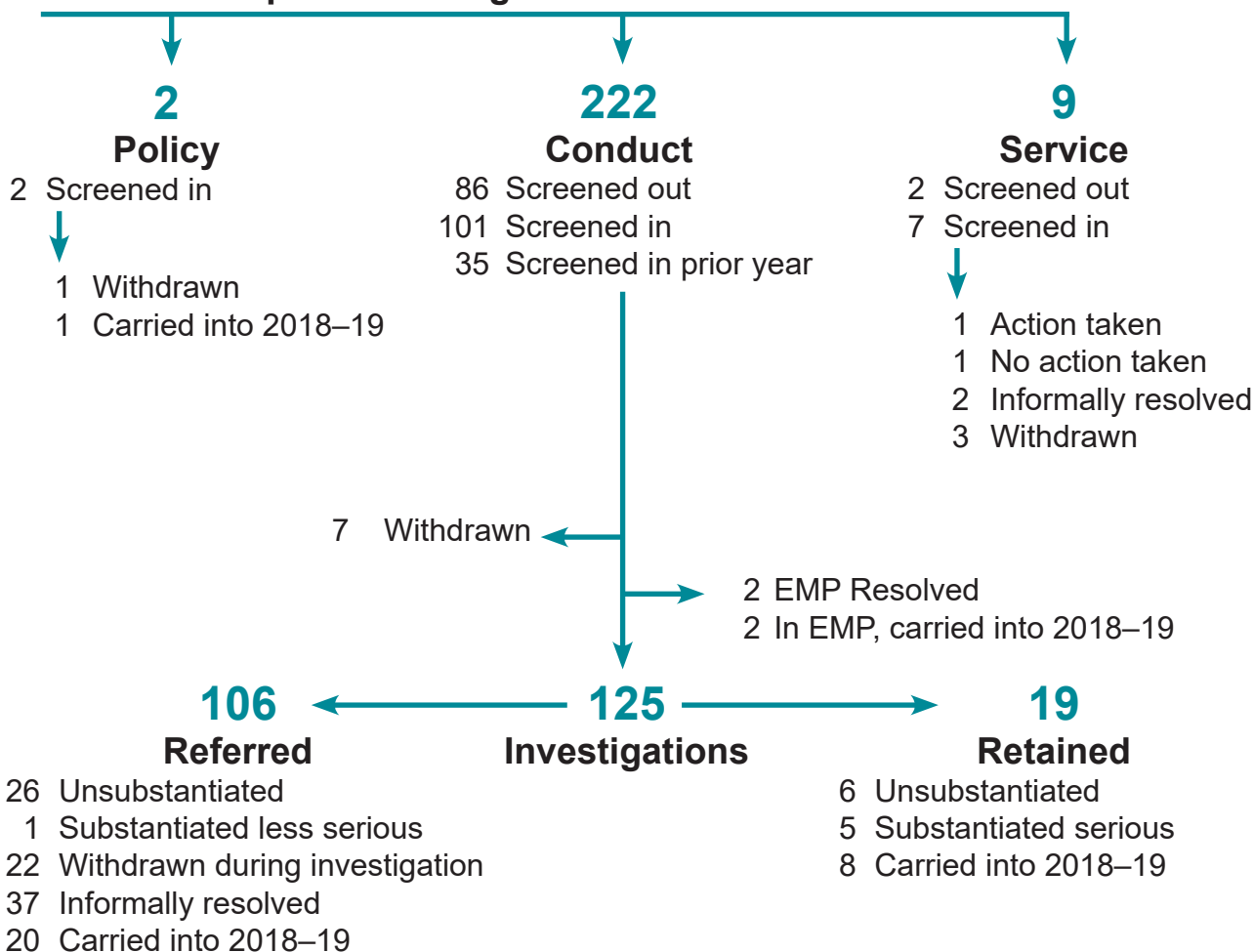


1,973
Sworn Officers

234 Complaints received in 2017–18
+ 56 Complaints carried over from 2016–17
= 290 Total complaints managed in 2017–18

22 Successfully resolved through CSR
35 Not yet classified, carried into 2018–19

233 Complaints managed in 2017–18



REQUEST FOR REVIEW

10 Managed

2 Unsubstantiated
8 Carried into 2018–19



0
**Disciplinary
Hearings Held**

PETERBOROUGH POLICE SERVICE



134
Sworn Officers

22 Complaints received in 2017–18
+ 12 Complaints carried over from 2016–17
= 34 Total complaints managed in 2017–18

3 Not yet classified, carried into 2018–19

31 Complaints managed in 2017–18

0

Policy

30

Conduct

11 Screened out
11 Screened in
8 Screened in prior year

1

Service

1 Screened in
↓
1 No action taken

13

Referred

8 Unsubstantiated
3 Withdrawn during investigation
1 Informally resolved
1 Carried into 2018–19

19

Investigations

6

Retained

2 Unsubstantiated
1 Substantiated serious
3 Carried into 2018–19

REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

PORT HOPE POLICE SERVICE



23

Sworn Officers

8 Complaints received in 2017–18
 + 1 Complaints carried over from 2016–17
 = 9 Total complaints managed in 2017–18

1 Not yet classified, carried into 2018–19

8 Complaints managed in 2017–18

0

Policy

7

Conduct

3 Screened out
 3 Screened in
 1 Screened in prior year

1

Service

1 Screened in
 ↓
 1 Carried into 2018–19

4

Referred

3 Unsubstantiated
 1 Substantiated less serious

4

Investigations

0

Retained

REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

SARNIA POLICE SERVICE



107
Sworn Officers

32 Complaints received in 2017–18
+ 7 Complaints carried over from 2016–17
= 39 Total complaints managed in 2017–18

1 Successfully resolved through CSR
6 Not yet classified, carried into 2018–19

32 Complaints managed in 2017–18

1

Policy

1 Screened in



1 No action taken

30

Conduct

11 Screened out
14 Screened in
5 Screened in prior year

1

Service

1 Screened out

17

Referred

8 Unsubstantiated
5 Withdrawn during investigation
4 Carried into 2018–19

19

Investigations

2

Retained

1 Unsubstantiated
1 Carried into 2018–19

REQUEST FOR REVIEW

1 Managed

1 Carried into 2018–19



0

**Disciplinary
Hearings Held**

SAUGEEN SHORES POLICE SERVICE



21

Sworn Officers

1 Complaints received in 2017–18
 + 0 Complaints carried over from 2016–17
 = 1 Complaint managed in 2017–18

1 Complaint managed in 2017–18

0

Policy

1

Conduct

1 Screened in

0

Service

1

Referred

1 Carried into 2018–19

1

Investigation

0

Retained

REQUEST FOR REVIEW

0 Managed



1

**Disciplinary
Hearings Held**

SAULT STE. MARIE POLICE SERVICE



138
Sworn Officers

27 Complaints received in 2017–18
+ 4 Complaints carried over from 2016–17
= 31 Total complaints managed in 2017–18

2 Successfully resolved through CSR
9 Not yet classified, carried into 2018–19

20 Complaints managed in 2017–18

0

Policy

19

Conduct

10 Screened out
7 Screened in
2 Screened in prior year

1

Service

1 Screened out

8

Referred

2 Unsubstantiated
1 Withdrawn during investigation
3 Informally resolved
2 Carried into 2018–19

9

Investigations

1

Retained

1 Substantiated less serious

REQUEST FOR REVIEW

2 Managed

2 Unsubstantiated



0

**Disciplinary
Hearings Held**

SHELBURNE POLICE SERVICE

0 Complaints received in 2017–18
+ 0 Complaints carried over from 2016–17
= 0 Total complaints managed in 2017–18



0 Complaints managed in 2017–18



15

Sworn Officers

REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

SMITHS FALLS POLICE SERVICE



23
Sworn Officers

4 Complaints received in 2017–18
+ 4 Complaints carried over from 2016–17
= 8 Total complaints managed in 2017–18

1 Successfully resolved through CSR

7 Complaints managed in 2017–18

0

Policy

7

Conduct

3 Screened out
2 Screened in
2 Screened in prior year

0

Service

4

Referred

3 Unsubstantiated
1 Carried into 2018–19

4

Investigations

0

Retained

REQUEST FOR REVIEW

1 Managed

1 Unsubstantiated



0

**Disciplinary
Hearings Held**

SOUTH SIMCOE POLICE SERVICE



81

Sworn Officers

9 Complaints received in 2017–18
 + 1 Complaints carried over from 2016–17
 = 10 Total complaints managed in 2017–18

1 Successfully resolved through CSR
 2 Not yet classified, carried into 2018–19

7 Complaints managed in 2017–18

0

Policy

7

Conduct

5 Screened out
 2 Screened in

0

Service

1

Referred

1 Unsubstantiated

2

Investigations

1

Retained

1 Substantiated serious

REQUEST FOR REVIEW

1 Managed

1 Unsubstantiated



0

**Disciplinary
Hearings Held**

ST. THOMAS POLICE SERVICE



68
Sworn Officers

14 Complaints received in 2017–18
+ 1 Complaints carried over from 2016–17
= 15 Total complaints managed in 2017–18

1 Successfully resolved through CSR
1 Not yet classified, carried into 2018–19

13 Complaints managed in 2017–18

0

Policy

13

Conduct

5 Screened out
8 Screened in

0

Service

8

Referred

4 Unsubstantiated
4 Carried into 2018–19

8

Investigations

0

Retained

REQUEST FOR REVIEW

1 Managed

1 Carried into 2018–19



0
**Disciplinary
Hearings Held**

STIRLING-RAWDON POLICE SERVICE

0 Complaints received in 2017–18
+ 0 Complaints carried over from 2016–17
= 0 Total complaints managed in 2017–18



0 Complaints managed in 2017–18



9

Sworn Officers

REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

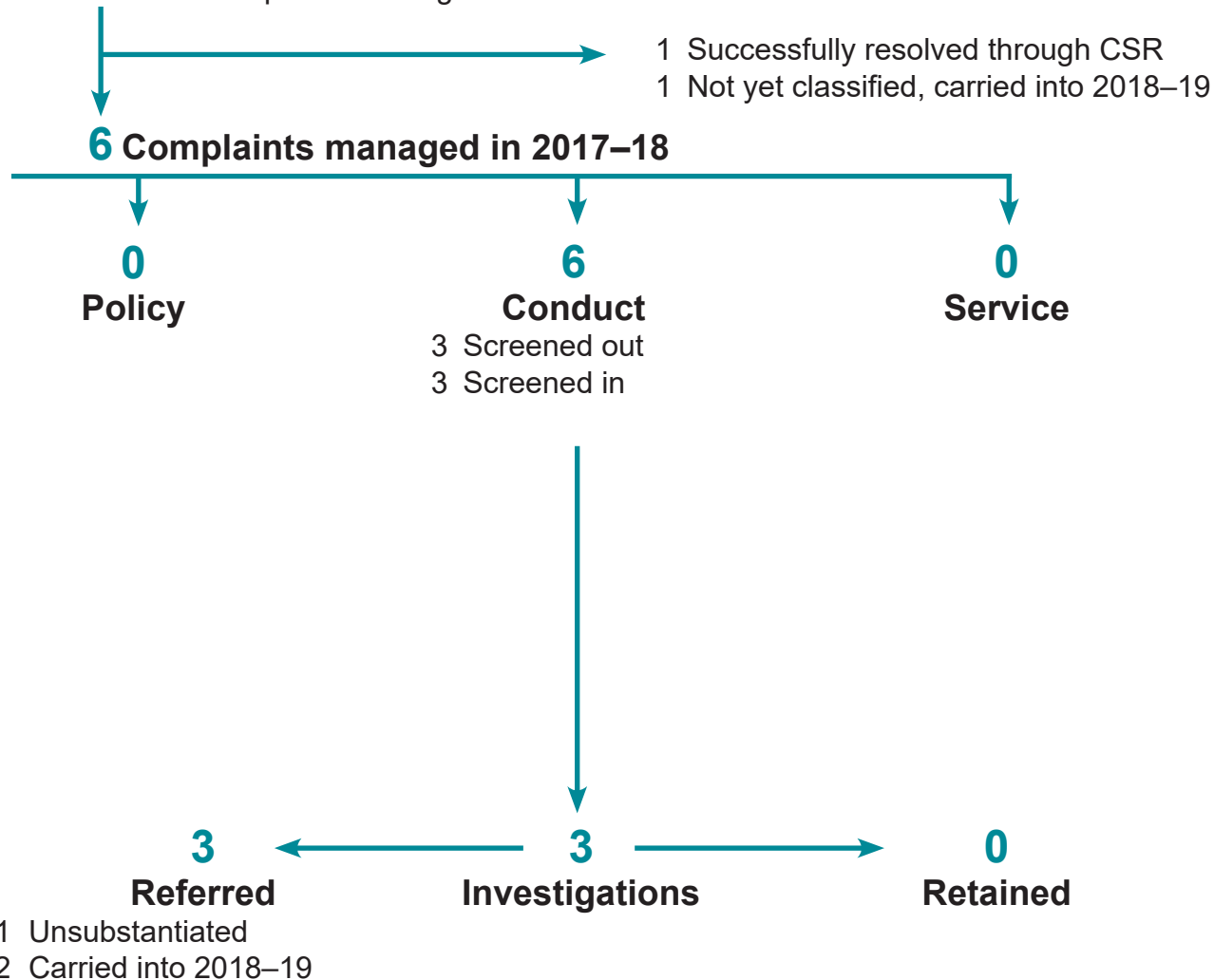
Stirling-Rawdon Police Service disbanded in favour of the Ontario Provincial Police on October 12, 2017.

STRATFORD POLICE SERVICE



57
Sworn Officers

8 Complaints received in 2017–18
 + 0 Complaints carried over from 2016–17
 = 8 Total complaints managed in 2017–18



REQUEST FOR REVIEW

2 Managed

1 Unsubstantiated
 1 Carried into 2018–19



0
Disciplinary
Hearings Held

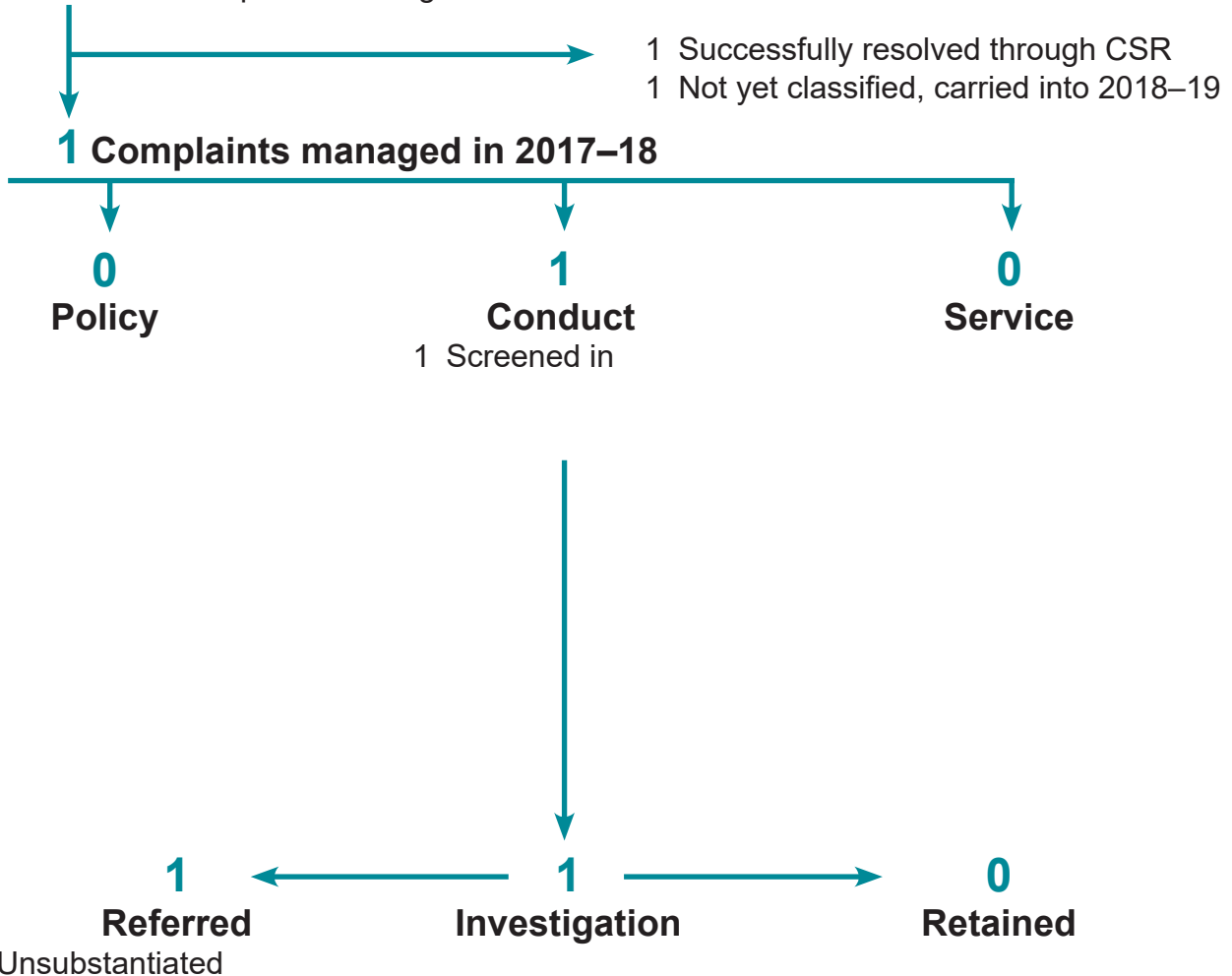
STRATHROY-CARADOC POLICE SERVICE



29

Sworn Officers

3 Complaints received in 2017–18
 + 0 Complaints carried over from 2016–17
 = 3 Total complaints managed in 2017–18



REQUEST FOR REVIEW

0 Managed



0

Disciplinary
Hearings Held

GREATER SUDBURY POLICE SERVICE



264
Sworn Officers

38 Complaints received in 2017–18
+ 11 Complaints carried over from 2016–17
= 49 Total complaints managed in 2017–18

2 Successfully resolved through CSR
7 Not yet classified, carried into 2018–19

40 Complaints managed in 2017–18

0
Policy

35
Conduct

15 Screened out
15 Screened in
5 Screened in prior year

5
Service

1 Screened out
4 Screened in

2 Action taken
2 Carried into 2018–19

1 Withdrawn

18
Referred

5 Unsubstantiated
2 Substantiated less serious
6 Withdrawn during investigation
3 Informally resolved
2 Carried into 2018–19

19
Investigations

1
Retained

1 Carried into 2018–19

REQUEST FOR REVIEW

3 Managed

2 Criteria not met
1 Carried into 2018–19



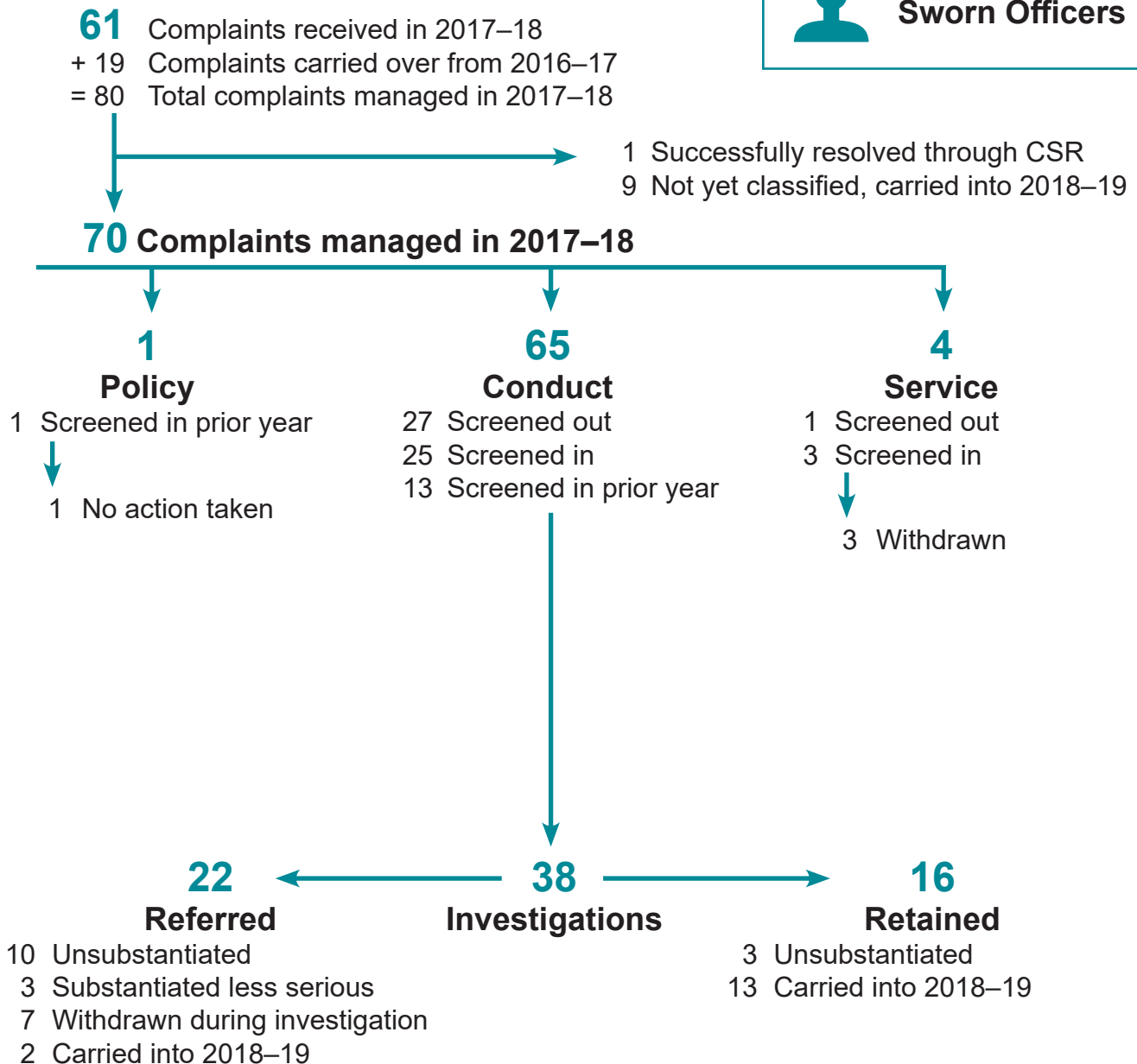
0
**Disciplinary
Hearings Held**

THUNDER BAY POLICE SERVICE



228

Sworn Officers



REQUEST FOR REVIEW

7 Managed



2 Unsubstantiated
 5 Carried into 2018–19



2

**Disciplinary
Hearings Held**

TIMMINS POLICE SERVICE



82
Sworn Officers

12 Complaints received in 2017–18
+ 3 Complaints carried over from 2016–17
= 15 Total complaints managed in 2017–18

1 Successfully resolved through CSR

14 Complaints managed in 2017–18

0

Policy

14

Conduct

0 Screened out
10 Screened in
3 Screened in prior year

0

Service

1 Withdrawn

11

Referred

5 Unsubstantiated
1 Substantiated less serious
1 Successfully mediated
1 Informally resolved
3 Carried into 2018–19

12

Investigations

1

Retained

1 Unsubstantiated

REQUEST FOR REVIEW

1 Managed

1 Substantiated less serious



0
**Disciplinary
Hearings Held**

TORONTO POLICE SERVICE



5,190
Sworn Officers

769 Complaints received in 2017–18
+ 229 Complaints carried over from 2016–17
= 998 Total complaints managed in 2017–18

46 Successfully resolved through CSR
140 Not yet classified, carried into 2018–19

812 Complaints managed in 2017–18

8

Policy

- 1 Screened out
- 4 Screened in
- 3 Screened in prior year



- 1 Action taken
- 6 No action taken

770

Conduct

- 289 Screened out
- 311 Screened in
- 173 Screened in prior year



10 Withdrawn

8 EMP Resolved
1 In EMP, carried into 2018–19

34

Service

- 6 Screened out
- 20 Screened in
- 8 Screened in prior year



- 3 Action taken
- 14 No action taken
- 10 Withdrawn
- 1 Carried into 2018–19

365

Referred

- 151 Unsubstantiated
- 13 Substantiated less serious
- 5 Substantiated serious
- 41 Withdrawn during investigation
- 2 Successfully mediated
- 63 Informally resolved
- 90 Carried into 2018–19

462

Investigations

97

Retained

- 19 Unsubstantiated
- 1 Substantiated less serious
- 1 Substantiated serious
- 76 Carried into 2018–19

REQUEST FOR REVIEW

56 Managed



- 30 Unsubstantiated
- 2 Substantiated less serious
- 1 Criteria not met
- 23 Carried into 2018–19



2
Disciplinary
Hearings Held

WATERLOO REGIONAL POLICE SERVICE



776

Sworn Officers

115 Complaints received in 2017–18
 + 20 Complaints carried over from 2016–17
 = 135 Total complaints managed in 2017–18

4 Successfully resolved through CSR
 24 Not yet classified, carried into 2018–19

107 Complaints managed in 2017–18

1

Policy

1 Screened in
 ↓
 1 No action taken

102

Conduct

42 Screened out
 49 Screened in
 11 Screened in prior year

4

Service

2 Screened out
 2 Screened in
 ↓
 1 Withdrawn
 1 Carried into 2018–19

1 Withdrawn

1 In EMP, carried into 2018–19

52

Referred

25 Unsubstantiated
 2 Substantiated less serious
 3 Withdrawn during investigation
 6 Informally resolved
 16 Carried into 2018–19

58

Investigations

6

Retained

5 Unsubstantiated
 1 Carried into 2018–19

REQUEST FOR REVIEW

7 Managed

3 Unsubstantiated
 4 Carried into 2018–19



0

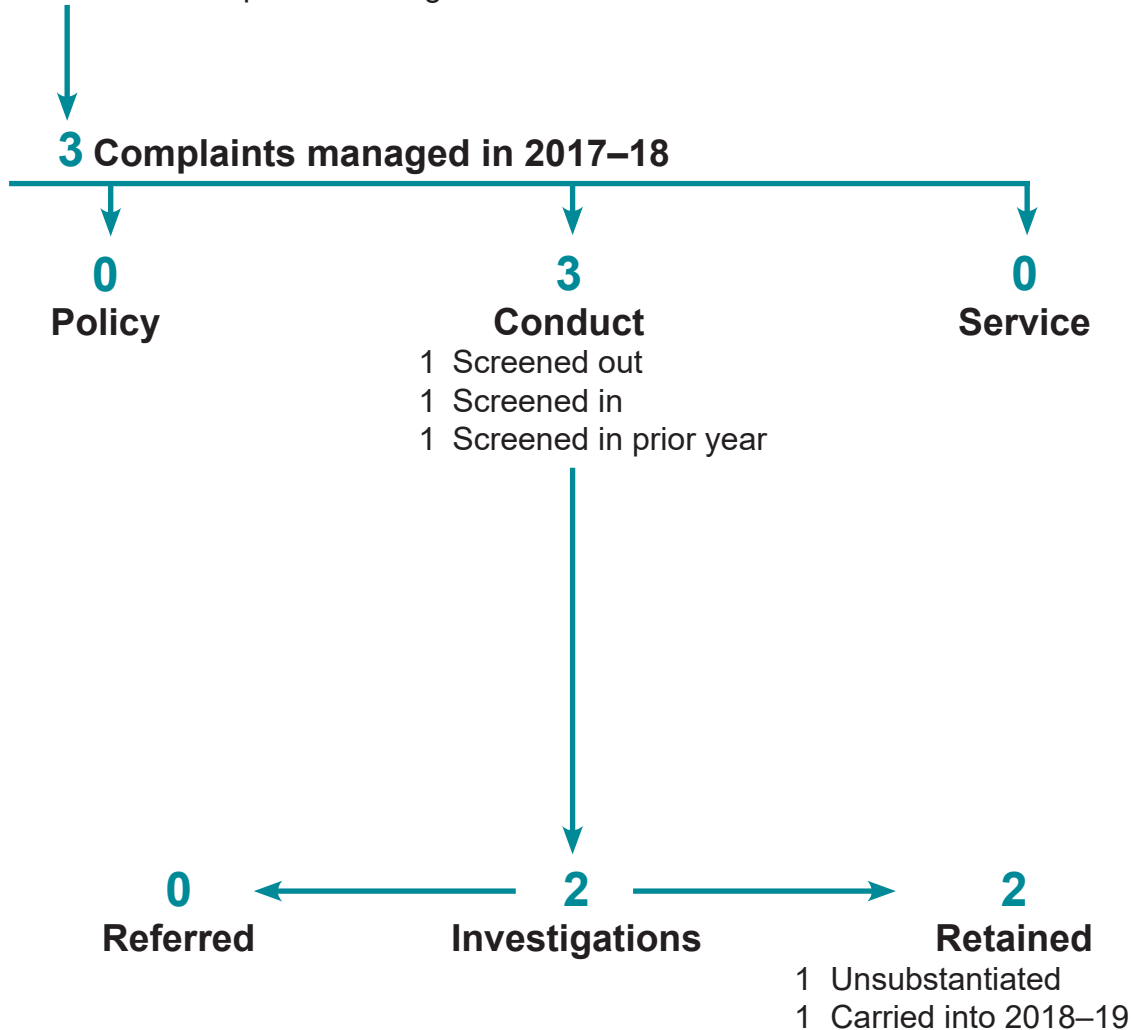
**Disciplinary
Hearings Held**

WEST GREY POLICE SERVICE



18
Sworn Officers

2 Complaints received in 2017–18
+ 1 Complaint carried over from 2016–17
= 3 Total complaints managed in 2017–18



REQUEST FOR REVIEW

0 Managed



0
**Disciplinary
Hearings Held**

WEST NIPISSING POLICE SERVICE



22
Sworn Officers

- 4** Complaints received in 2017–18
+ 1 Complaints carried over from 2016–17
= 5 Total complaints managed in 2017–18

2 Not yet classified, carried into 2018–19

3 Complaints managed in 2017–18

0

Policy

3

Conduct

- 0 Screened out
- 2 Screened in
- 1 Screened in prior year

0

Service

1

Referred

- 1 Withdrawn during investigation

3

Investigations

2

Retained

- 1 Substantiated less serious
- 1 Carried into 2018–19

REQUEST FOR REVIEW

1 Managed

- 1 Criteria not met



0

**Disciplinary
Hearings Held**

WINDSOR POLICE SERVICE



428

Sworn Officers

67 Complaints received in 2017–18
 + 12 Complaints carried over from 2016–17
 = 79 Total complaints managed in 2017–18

9 Successfully resolved through CSR
 12 Not yet classified, carried into 2018–19

58 Complaints managed in 2017–18

0
Policy

53
Conduct
 17 Screened out
 27 Screened in
 9 Screened in prior year

5
Service
 5 Screened in

↓
 4 No action taken
 1 Withdrawn

2 Withdrawn ←

27
Referred
 5 Unsubstantiated
 2 Substantiated less serious
 7 Withdrawn during investigation
 5 Informally resolved
 8 Carried into 2018–19

34
Investigations

7
Retained
 2 Unsubstantiated
 2 Substantiated less serious
 1 Withdrawn during investigation
 2 Carried into 2018–19

REQUEST FOR REVIEW

7 Managed



4 Unsubstantiated
 2 Criteria not met
 1 Carried into 2018–19



0

**Disciplinary
 Hearings Held**

WINGHAM POLICE SERVICE



7
Sworn Officers

2 Complaints received in 2017–18
+ 0 Complaints carried over from 2016–17
= 2 Total complaints managed in 2017–18

2 Complaints managed in 2017–18

0

Policy

2

Conduct

2 Screened in prior year

0

Service

1

Referred

1 Substantiated less serious

2

Investigations

1

Retained

1 Unsubstantiated

REQUEST FOR REVIEW

1 Managed

1 Carried into 2018–19



0
**Disciplinary
Hearings Held**

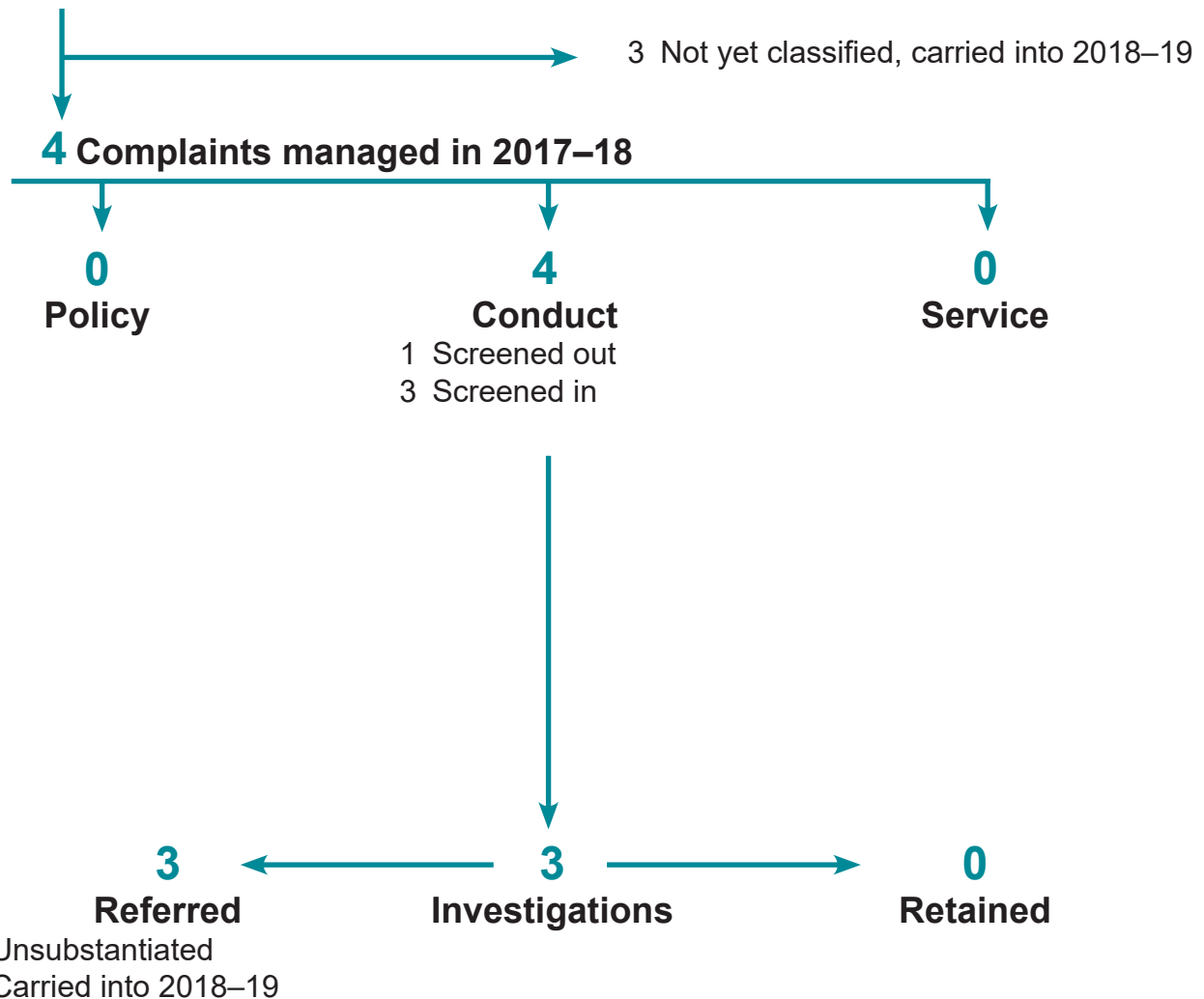
WOODSTOCK POLICE SERVICE



65

Sworn Officers

7 Complaints received in 2017–18
 + 0 Complaints carried over from 2016–17
 = 7 Total complaints managed in 2017–18



REQUEST FOR REVIEW

0 Managed



0

**Disciplinary
Hearings Held**

YORK REGIONAL POLICE



1,586
Sworn Officers

175 Complaints received in 2017–18
+ 33 Complaints carried over from 2016–17
= 208 Total complaints managed in 2017–18

11 Successfully resolved through CSR
54 Not yet classified, carried into 2018–19

143 Complaints managed in 2017–18

1

Policy

1 Screened in
↓
1 No action taken

135

Conduct

62 Screened out
51 Screened in
22 Screened in prior year

7

Service

3 Screened out
4 Screened in
↓
1 No action taken
2 Withdrawn
1 Carried into 2018–19

5 Withdrawn

4 EMP Resolved

59

Referred

14 Unsubstantiated
18 Withdrawn during investigation
1 Successfully mediated
16 Informally resolved
10 Carried into 2018–19

64

Investigations

5

Retained

1 Unsubstantiated
4 Carried into 2018–19

REQUEST FOR REVIEW

5 Managed

3 Unsubstantiated
2 Carried into 2018–19



0
Disciplinary
Hearings Held



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